
NAVAL FACILITIES ENGINEERING COMMAND
GUIDE PERFORMANCE WORK STATEMENT (GPWS)
FOR
SOLID WASTE COLLECTION AND DISPOSAL
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USER'S GUIDE

GUIDE PERFORMANCE WORK STATEMENT FOR

SOLID WASTE COLLECTION AND DISPOSAL

USER'S GUIDE FOR SPECIFICATION PREPARATION
GUIDE PERFORMANCE WORK STATEMENT FOR
SOLID WASTE COLLECTION AND DISPOSAL

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USER'S GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR
SOLID WASTE COLLECTION AND DISPOSAL

I. INTRODUCTION

A. Purpose. This NAVFAC Guide Performance Work Statement (GPWS) has been written to provide assistance in preparing facilities support contracts to procure solid waste collection and disposal services. Contracts for such services may be a continuing contracting effort or conversion of services from in-house to contract performance under the Commercial Activities (CA) program. This NAVFAC GPWS may be used in either application. This GPWS Package consists of a User's Guide, guide contract sections B, C, and J in the Uniform Contract Format, and a Quality Assurance (QA) Guide.

1. NAVFAC Manual MO-327, *Facility Support Contract Quality Management Manual*, provides extensive information on the preparation of NAVFAC facilities support contracts, from guidance on acquisition planning through the entire PWS and surveillance program development process. This User's Guide is designed to supplement and to be used in conjunction with the NAVFAC MO-327 in developing a PWS for solid waste collection and disposal services. It provides specific guidance on developing and tailoring the GPWS, special items which must be considered if the specification is being written in conjunction with a CA program study, and general guidance on required pre-award actions. Additional guidance on implementing CA program requirements can be found in the Supplement to OMB Circular A-76 and in OPNAVINST 4860.7.

2. Sections B, C, and J provide suggested formats for displaying contract line (bid) items, technical specifications which the user may tailor to site specific needs, and attachments which provide supplemental information, historical data, etc.

3. The QA guide is designed to provide the framework for development of a comprehensive contract surveillance program. The user should modify and expand upon the sample QA plans provided as the GPWS is tailored.

4. The purpose of this GPWS is to provide guidance in preparing facilities support contracts to procure solid waste collection and disposal services, not to provide NAVFAC procurement guidance or policy. Such guidance and policy may be found in the NAVFAC P-68, *Contracting Manual*.

B. Function Definition. For purposes of this GPWS, the solid waste collection and disposal function is defined to include all labor, transportation, equipment, materials, supplies, management, coordination, and supervision required to perform solid waste collection and disposal services. Included are the collection, transportation, and disposal of solid waste from commercial, industrial, residential, and community activity sources. The following items have been excluded from this GPWS:

1. Hazardous Wastes. Hazardous waste is defined as a solid waste or combination of solid wastes, which because of its quantity, concentration, or physical, chemical, or infectious characteristics may: (1) cause, or significantly contribute to, an increase in mortality or an increase in serious irreversible, or incapacitating reversible, illness; or (2) pose a substantial present or potential hazard to human health or the environment when improperly treated, stored, transported, disposed of, or otherwise managed. Guidance on

contracting for hazardous waste collection and disposal services is provided in the NAVFAC GPWS for Hazardous Waste Management Services.

2. Infectious/Medical Wastes. Infectious/medical waste is solid waste generated by medical facilities which may result in infection or disease if encountered by unprotected humans. Commanders of medical facilities are responsible for the collection and disposal of these wastes in coordination with Public Works engineers.

3. Solids or dissolved materials from domestic or industrial waste water treatment plants.

4. The operation of incinerators and sanitary landfills.

C. Responsibilities

1. Experience has shown that the best method of developing a facilities support contract specification is to involve a number of activity personnel, each having a portion of the knowledge and experience required to put the entire package together. A team of experienced activity personnel should be formed and a team leader appointed. At least one member of the team must be intimately familiar with each of the following areas:

a. Must be familiar with and understand the applicable GPWS(s) and QA Guide(s).

b. Must have a working knowledge of basic contracting procedures.

c. Must have first hand knowledge of the services to be provided by contract.

d. Must be able to identify local needs/requirements that are different from the GPWS and apply specifically to the activity.

2. The following activity personnel are suggested as members of the specification development team.

a. Specification Writer. The Solid Waste Collection and Disposal specification is most properly prepared by an engineer or engineering technician at the activity who has had some experience in writing facilities support contracts. The use of a planner estimator (P&E) is also appropriate if one is experienced with writing contract specifications. The writer, regardless of who he/she is, should have attended the Civil Engineer Corps Officers School (CECOS) course, Facilities Support Contracts for Functional Managers. Assistance and guidance may be requested from the geographical NAVFACENGCOM Engineering Field Division (EFD), Code 10/16. The EFD may offer courses on PWS development, quality assurance, and other related subjects that may benefit the specification writer.

b. Functional Manager/Customer. The functional manager is the technical representative of the team who is most familiar with the function to be contracted. Early in the tailoring process the Transportation Division Director or other solid waste functional manager must determine the total scope of the services required, develop detailed inventories of solid waste collection points, identify Government furnished facilities and equipment (if any), collect historical information on work quantities, and identify the

specific needs of the activity which may differ from this GPWS. Customer representatives should also be contacted, if appropriate, since they should be able to identify any specific solid waste needs or concerns.

c. Facilities Support Contract Manager. If there is an existing Solid Waste Collection and Disposal contract, the Facilities Support Contract Manager (FSCM) or Quality Assurance Evaluator (QAE) should be able to provide lessons learned and other information pertinent to the new specification. The FSCM/QAE will also be responsible for preparing required Quality Assurance Plans (see Quality Assurance Guide) and for ensuring that services are specified in such a way as to be inspectable.

d. Contract Specialist. The Contract Specialist provides overall contractual guidance in the preparation of the specification. This person will work with the writer in the preparation of sections B, C, and J, and will prepare the majority of the clauses in sections E, F, G, H, I, K, L, and M. Additionally, there are many pre-award and post-award contract actions to be initiated by the Contract Specialist.

e. CA Program Manager. If the specification is being prepared under the CA program, the CA Program Manager provides overall guidance on the CA program, and will ensure that the specification is developed in conjunction with required most efficient organization (MEO) and management studies.

3. The tailored specification should be reviewed by customer and functional manager representatives, the Facilities Management Engineering Director, Maintenance Division Director, and Housing Division Director. Consult appropriate EFD instructions to determine if EFD review/approval is required prior to solicitation.

II. GPWS DEVELOPMENT AND USER CONSIDERATIONS. This section of the User's Guide discusses certain assumptions which were made and special items that were considered during the development of the Solid Waste Collection and Disposal GPWS, and provides general information and considerations that the user should be aware of during the tailoring process.

A. Development of the GPWS. In developing this GPWS the *Solid Waste Management Manual*, NAVFAC MO-213, provided information on suggested service requirements, while a functional analysis, as described in NAVFAC MO-327, was performed to identify each of the major subfunctions for solid waste collection and disposal. Each of these subfunctions was carefully reviewed to determine which could realistically be contracted for. Once a final list was developed, each subfunction was further subdivided to develop basic work requirements and standards of performance. Once all of the basic work requirements were identified for each subfunction, a Performance Requirements Summary Table was developed and the requirements were put into narrative form.

B. GPWS User Considerations. The clauses and provisions of this GPWS are arranged in the uniform contract format as required by the Federal Acquisition Regulation (FAR). The sections to which they are assigned shall not be changed.

1. This GPWS contains sections B, C, and J only. These sections contain information and clauses peculiar to the technical services required, while Sections D, E, F, G, H, I, K, L, and M contain contract clauses and provisions more closely related to administrative and contractual requirements. Since the latter group will generally be the same in the majority of NAVFAC contracts,

their inclusion in each GPWS would be unnecessary duplication. These clauses are included in the Uniform Contract Format Guide (UCFG) published by NAVFAC. The UCFG should be available at each of the geographical EFDs and at NAVFAC contracting offices, and should be made available to specification writers as required.

2. FAR clauses and provisions may be added or deleted as required by the FAR for specific functions, dollar limitations, bonding, small businesses, etc. They may not be altered unless specifically authorized by the FAR. Most of the clauses in sections I and L, other than those requiring tailoring (i.e. blanks to be completed), may be included by reference. All other FAR clauses and provisions shall be included in full text. Procurement offices shall make available to bidders the full text of all clauses incorporated by reference upon request.

3. The "SCHEDULE OF DEDUCTIONS", "ESTIMATING THE COST OF NON PERFORMED OR UNSATISFACTORY WORK", and "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clauses are NAVFAC, not FAR clauses, and shall not be altered without NAVFAC approval. All other non-FAR clauses and provisions in the UCFG should be used substantially as shown or deleted if not applicable to the solicitation. Extensive deliverable performance requirements should not be added to these clauses, but should be included in Section C.

4. Technical Specification

a. Section C, which describes the services to be provided, should be a performance specification to the maximum extent possible. That is, over defining the Contractor's responsibilities in terms of methods or procedures should be avoided in writing the technical specifications since we hope to purchase not only the Contractor's labor, but also his/her expertise in the services to be provided and management of those services. A performance oriented specification should minimize the use of words describing "how to", but should describe work outputs required as explicitly as possible while leaving the Contractor latitude to manage his/her own work force and choose his/her own methods for accomplishing the work.

b. On the other hand, the specification must provide enough information to clearly and precisely define the magnitude (number of services we want to buy) and quality of each of the services to be provided, as well as the scope or limit of each. This is accomplished in the GPWS by specifying, in addition to the desired outputs, schedules of accomplishment and/or specific time limitations in which all services must be completed; listing mandatory operating procedures or steps that the Contractor must follow for some services; and providing historical data on the magnitude of services provided under previous contracts or by in-house forces. Such information will only slightly restrict the Contractor's latitude in managing his/her work force, but will help ensure all bidders clearly visualize the magnitude of effort which will be required to provide the clearly defined scope of work. Typically this will result in more accurate/realistic Contractor bids, make payment deductions for unsatisfactorily performed or non-performed work easier to calculate, and reduce the number of contract administration problems.

5. As you use this GPWS you will find in many instances there will be a "NOTE TO THE SPECIFICATION WRITER". These notes provide the user with additional information and/or advise the user to select the appropriate clause, provide additional information, or delete the clause in its entirety. There are

also many areas within the text of the GPWS where notes indicate that additional information must be provided; e.g., start times, dates, quantities, etc. These notes will always be enclosed by the symbol "!". All that is required is to replace the note with the required information.

III. TAILORING THE GPWS. The NAVFAC GPWS for Solid Waste Collection and Disposal Services is not intended to fit the requirements of a specific activity, but rather, is to serve as a model to be tailored by activities in preparing their specific PWS. The first step in tailoring a GPWS to a specific case is for the user to become intimately familiar with the GPWS and its User's Guide. The user must know what is, and is not, included in the GPWS and what was intended before any required modifications may be assessed. The PWS is the instrument that lays out the functional and technical requirements and ultimately becomes part of a contract. The User's Guide provides the user with information concerning the GPWS and provides instructions on tailoring it to his/her use. Users should not assume that the GPWS can be "plugged" into their application with little or no effort. A detailed analysis of the activity's requirements will be required.

A. Getting Started

1. The first step in tailoring this GPWS to a specific user activity must be to determine one of the following:

a. Are the requirements currently contracted, and will this be a continuation of the contracted services, or a consolidation of several contracts? If this is the case, the GPWS may be tailored to accomplish any desired scope of work and level of performance.

b. Are the requirements to be included subject to a CA cost comparison study under OMB Circular A-76? If this is the case, it is mandatory that the scope of work and level of performance specified be equivalent to the level of effort that can be achieved by the Most Efficient Organization (MEO) if the function is retained in-house. Additional information on tailoring of the GPWS for a CA program study is included in paragraph IV of this User's Guide.

2. The next step should be a thorough review of Chapters 2 and 3 of NAVFAC MO-327. These two chapters outline how to perform a job analysis to determine the specific subfunctions to be contracted (including specific work requirements and standards of performance) and how to use the job analysis information and data collected to actually write the PWS. As the job analysis is being performed, the user should compare unique activity requirements with GPWS requirements to determine if any major changes are required, or if some of the questions being identified in the job analysis have already been answered in the GPWS. If major changes are required, the user will need to re-write the affected GPWS section. A thorough job analysis will make the actual tailoring of the GPWS and re-writing of paragraphs relatively easy since all required data will be readily available and the subfunctions to be contracted will be well defined.

3. Solid waste collection may be accomplished either on a scheduled or non-scheduled basis, and the user must decide early on during the tailoring process which of these two methods will be specified in the technical specifications. The selection of which method to use should be based on a number of considerations, including those discussed below:

a. Scheduled services require the user to specify the frequency at which waste will be collected by the Contractor. For example, the user may specify that containers at the Bachelor Enlisted Quarters will be emptied on Mondays and Thursdays. Work can then be easily scheduled by the Contractor on a monthly work plan which will state the specific day or days of the week when services will be performed.

(1) The advantages of this method are:

(a) Payment deductions are easy to calculate using the Schedule of Deductions since a specific number of services are to be provided during the contract term.

(b) Inspection of the work is easier since specific services are scheduled to be performed on specific days. That is, either the containers are emptied on the scheduled day or they are not.

(c) Contractors have less trouble bidding on, managing, and accomplishing the services since the amount of work to be provided is clearly and specifically defined.

(2) The disadvantage of this method is that it is often difficult for the activity to accurately predict collection frequency requirements. As a result, on any given day some containers may be overflowing when emptied while others may not even be half full.

b. Services may be performed on a non-scheduled basis by simply specifying that the Contractor must provide collection services at whatever frequency is necessary to keep containers from overflowing. Collection frequencies would then be determined by the Contractor, and Contractor developed collection schedules would be submitted periodically for the ACO's approval.

(1) The advantage of this method is that the burden of determining and managing the required frequency of services is on the Contractor, who may vary the frequencies of collection as needed.

(2) The disadvantages of this method are:

(a) In order for the Contractor to be able to develop a reasonable estimate of the effort required to provide services, historical data on the frequency of required collections and/or the quantity of refuse collected under previous contracts or by in-house forces would need to be included in the specification. This data may not be readily available to the user, or may not accurately reflect the quantity of waste to be generated during the contract term.

(b) Payment deductions for unsatisfactory/non-performed services may be much more difficult to calculate since the number of services to be provided is not specifically established. For example, if one container is found to be overflowing for two days, how would one determine the value of the payment deductions? Short of performing the work by other means, the Government would have to assume a certain number of collections were not performed and calculate the number of hours and cost required using Engineered Performance Standards or other estimating method. Upon appeal by the Contractor, it may be difficult for the Government to defend these assumptions.

(c) Not all solid waste collection services lend themselves to be accomplished on a non-scheduled basis. For example, residential solid waste collection is almost always accomplished on a scheduled basis.

c. This GPWS is based on the Contractor providing services on a scheduled basis, rather than non-scheduled. Experience in contracting for solid waste collection services at many different activities over a number of years has shown this to be the most advantageous method of specifying the services desired. However, the user should consider the pros and cons of both methods, as well as the experience of the activity with previous solid waste collection contracts when deciding which method to use.

4. As part of the job analysis process the user will need to determine the frequency of collection from each pickup station. Collection frequencies are dependent on the rate of generation, type of wastes, and other considerations, including the following:

- . The types of waste materials to be collected (garbage, ashes, debris, combustible or incombustible rubbish, or any combination thereof).
- . Type of services (mess hall, family housing, barracks, quarters, exchange or club, warehouse, shop, or storage facility).
- . Local geographical and climatic conditions (arctic, temperature, tropical, dry or humid, high or low elevation).
- . Season of the year.

The frequency of collection should be kept to the minimum possible to maintain sanitary conditions. Recommended frequencies from the MO-213 include:

- . Dining facilities - daily.
- . Family housing - twice/week, once/week for bulky items.
- . Industrial activities - twice/week.
- . Transfer stations - daily.

B. Contract Line Item (Section B) Requirements. A combination firm fixed-price and indefinite quantity contract is used in this GPWS because it is the most common type of contract for solid waste collection services. However, other contract types may be used based on extenuating circumstances. The user should solicit input from the contract specialist or the EFD Contract Department when deciding on the most appropriate contract type. All of the contract requirements in the PWS must be included in either the firm fixed-price or fixed unit price (indefinite quantity) contract line items in Section B. The contract line items shown in Section B of the GPWS are intended to encompass all of the services (contract requirements) to be provided in the technical specifications. Of course they must be tailored to account for contract requirements added or deleted during the job analysis process, and the projected start date of contract performance.

1. Fixed-Price Requirements. Fixed-price contract line (bid) items are bid and payment is made for the total performance of a given contract requirement over a given period of time (usually one month). These contract

requirements are either fixed in scope (time, location, frequency, quantity, etc. are known or can be accurately estimated) or adequate historical data is available to allow a reasonable estimate to be made. Because the scope of work is known, the Contractor agrees to perform a given requirement for a total price, and in essence there is one work order. The Contractor performs the work as scheduled and invoices are submitted for the services provided.

a. Examples of firm fixed-price contract requirements in this GPWS include: scheduled collection and disposal of solid wastes, and scheduled cleaning and disinfecting of equipment. Fixed-price contract requirements added by the user must either have clearly defined scopes, or historical data will have to be added to an Attachment of the PWS so that Contractors may prepare biddable estimates of the quantity of work that will be required.

b. The firm fixed-price contract line items may be displayed in one of three different ways in Section B. The user should contact the contract specialist or EFD if in doubt about which procedure should be used.

(1) Section B of the GPWS illustrates the most common procedure, which is to simply require bidders to provide a single monthly price for the total performance of all the firm fixed-price contract requirements in the contract. In this case the contract must also contain a Schedule of Deductions in Section E, in which the successful bidder will break down the total bid price for each of the fixed-price requirements in the PWS. See paragraph III.D of the User's Guide for additional information on the Schedule of Deductions clause.

(2) A slightly different procedure would be to include a limited number of fixed-price subline items, each of which would be broken down by a Schedule of Deductions.

(3) A third procedure would be to eliminate the Schedule of Deductions from the contract and provide a detailed Schedule of Firm Fixed-Price Work. Such a schedule would be formatted similarly to the Schedule of Deductions, and bidders would provide separate unit prices for each of the fixed-price requirements in the PWS.

2. Indefinite Quantity Work Items. All items not included in the firm fixed-price portion of the contract are considered indefinite quantity work items. That is, the Contractor agrees to perform this work on an "as ordered" basis, and a fixed unit price to perform one occurrence or a given quantity of each type of work is bid. Payment for this type of work is based on the unit price bid per unit times the number of units performed. Because each Government order for indefinite quantity work is paid for separately, each and every work order must be inspected and accepted as being satisfactorily completed before payment may be made. Bid prices for indefinite quantity tasks include all labor, materials, and equipment for performing a given quantity of work, such as the nonscheduled cleaning and disinfecting of 40 cubic yard containers, or the relocation of containers. The unit prices bid are multiplied by a maximum quantity of units to be ordered during the contract term, but only for purposes of bid evaluation, since work will only be paid for as ordered and completed. The quantities provided in the solicitation for bid evaluation must be realistic estimates of the maximum anticipated quantities to be ordered during the contract term.

3. Partial First Year of Performance

a. Because of funding restrictions, only four types of facilities support service contracts (custodial, grounds and surfaced areas maintenance, pest control, and guard services) may be awarded for a 12 month period to begin at any time during the fiscal year. All other contracts, including those for solid waste collection and disposal services must be funded using funds from the fiscal year in which the work will be performed. This means that only contracts with terms beginning on 1 October may be awarded for a full 12 month period. Contract terms beginning on any other date must be awarded for something less than 12 months and must end on or before 30 September. Normally such contracts will not be awarded for less than three months. For example, a contract which begins on 1 April would have a six month initial term, and then options to extend for up to 54 additional months. However, no single option period could be more than 12 months long, and the total term of contract could not exceed 60 months.

b. Section B of this GPWS assumes that the initial contract period will be less than 12 months. The user must also consider each of the following items in this situation.

(1) As illustrated in Section B of this GPWS, at least two sets of contract line items will be required. One set for the initial (base) period for performance of work from the specified contract start date through 30 September. The other set will be for performance during the first 12 month option period, if the Government exercises its option to extend the contract. Prices in subsequent option years may be priced separately if desired, and must be separately priced if the specification is being written for a CA program study. See paragraph IV.B of this User's Guide.

(2) Section C, the technical specifications, must clearly outline the scope of work for both the initial and first 12 month option periods since the workload can vary significantly from month to month. For example, the specification must state how many, if any, scheduled semi-annual container cleanings will be performed during the initial period.

(3) Two Schedules of Deductions, one for the initial period and one for the first option period, must be included. Of course the items of work and number of units in the Schedules of Deductions must agree with the firm fixed-price contract line items in Section B and the scopes of work defined in Section C. Paragraph III.D of this User's Guide provides more in depth information on the development of Schedules of Deductions.

(4) The "TERM OF THE CONTRACT" clause in Section F should read as follows:

"TERM OF CONTRACT. The initial contract term shall be for a !INSERT NUMBER! month period commencing on !INSERT DATE! and ending on 30 September !INSERT YEAR!; however, the Government reserves the right to award for the base period a number of months less than the !INSERT SAME NUMBER! months stated at the unit prices bid. The Government has the option to extend the term of the contract in accordance with the "OPTION TO EXTEND THE TERM OF THE CONTRACT-SERVICES" clause in Section I by giving written notice to the Contractor 10 calendar days prior to expiration of the contract. In the option periods the Government will adjust the prices, as required, based on new Department of Labor Wage Rate Determinations."

(5) The "BASIS FOR AWARD" clause should read as follows:

"BASIS FOR AWARD. The low bidder for purposes of award shall be the conforming, responsive, responsible bidder offering the lowest total price for Contract Line Items 0001, 0002, 0003, and 0004. However, the initial award will include only contract line items 0001 and 0002. Bids are solicited on an "all or none" basis and provision 52.214-10, "CONTRACT AWARD - SEALED BIDDING" in Section L is hereby modified. **FAILURE TO SUBMIT BIDS FOR ALL ITEMS AND QUANTITIES LISTED SHALL BE CAUSE FOR REJECTION OF THE BID.**"

c. If the initial contract term will be projected to begin on 1 October, make the following changes to the GPWS contract line items, Section B:

(1) The dates shown in contract line items 0001 and 0002 should read "(1 October !YEAR! through 30 September !YEAR!)".

(2) Delete contract line item 0003 and 0004 in their entirety, **or** add additional separately priced items for each of the subsequent option years (Items 0005, 0006, etc.). Note that separately priced options are required if the PWS is being written under the CA program (see paragraph IV.B of this User's Guide).

4. Other Clauses. Specific clauses included in Section B differ from NAVFAC EFD to EFD. The user must contact the activity's geographical EFD to identify the specific clauses, if any, which may be required.

C. Technical Specifications (Section C). The technical specification (Section C) is the single most important part of any PWS, but especially so for solid waste collection and disposal services since the function is highly sensitive and critical from a health and sanitation viewpoint. Within this section the user must describe, in detail, what services are desired and when they are to be performed. Requirements provided in this GPWS are designed to meet the general solid waste requirements of most activities. When tailoring the GPWS these requirements may need to be modified to meet local conditions and to reflect modifications made to work requirements during the job analysis process. Special or unique requirements may need to be added. A job analysis, as described in NAVFAC MO-327, should provide the data required to tailor this section.

D. Schedule of Deductions. If used, the Schedule of Deductions clause in Section E is one of the most important items that the specification writer must consider in tailoring this GPWS, since it directly affects the degree of difficulty required to make payment deductions for unsatisfactory performance and nonperformance of work. The schedule is used if a single monthly price or limited number of subline items are included in Section B for performance of the firm fixed-price contract requirements, and should not be used if a detailed Schedule of Firm Fixed-Price Work is included in Section B. Refer to paragraph III.B.1.b for additional information on fixed-price contract line items.

1. The Schedule of Deductions requires the successful bidder to break down the firm fixed-price portion of the bid for each of the fixed-price contract requirements in the PWS. This information is used in conjunction with the CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES and ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK clauses (Section E), and the Performance Requirements Summary (PRS) table (Attachment J-E1), in making payment deductions for unsatisfactory performance and nonperformance of firm fixed-price contract requirements.

2. The completed schedule must be provided by the Contractor within 15 calendar days after award of the contract, and the Government retains the right to reject and/or unilaterally establish a schedule if the submitted schedule is unbalanced or materially deficient. The specification writer must consider changes made to the technical specifications and the length of the initial contract term when tailoring the sample schedules which follow. Corresponding changes must also be made to the PRS table in Attachment J-E1.

3. The sample schedules below include multiple line items for those services which include collection of wastes from different sizes of containers. For example, separate line items are included for collection and disposal of solid waste from two cubic yard (CY), four-CY, six-CY, eight-CY, 20-CY, and 40-CY containers. An alternate format would be to have a single line item for collection and disposal, regardless of container size; however, this is not recommended since the Contractor's costs, and therefore the amount to be deducted for non performance, can vary significantly from one container size to another.

**SCHEDULE OF DEDUCTIONS FOR BASE PERIOD
(DO NOT SUBMIT SCHEDULE OF DEDUCTIONS WITH BID)**

<u>Contract Requirements</u>	<u>Units</u>	<u>Number of Units</u>	<u>Unit Price</u>	<u>Total Price</u>
1. Collection and Disposal of Residential Solid Waste (Clauses C.8 & C.9)				
a. General Household Solid Waste (Curbside)	EACH	!INSERT!*	\$_____	\$_____
b. Bulky Items	MONTH	!INSERT!	\$_____	\$_____
c. General Household Solid Waste (Area Collection Stations)	EACH	!INSERT!	\$_____	\$_____
2. Collection and Disposal of Commercial and Industrial Solid Waste (Clauses C.8 & C.9)				
a. Two-CY Containers	EACH	!INSERT!	\$_____	\$_____
b. Four-CY Containers	EACH	!INSERT!	\$_____	\$_____
c. Six-CY Containers	EACH	!INSERT!	\$_____	\$_____
d. Eight-CY Containers	EACH	!INSERT!	\$_____	\$_____
3. Collection and Disposal of Solid Waste from Small Refuse Containers (55 gallons or less) (Clauses C.8 & C.9)	EACH	!INSERT!	\$_____	\$_____

Contract Requirements	Units	Number of Units	Unit Price	Total Price
4. Scheduled Collection and Disposal of Solid Waste (Bulky Items) (Clauses C.8 & C.9)				
a. 20-CY Containers	EACH	!INSERT!	\$_____	\$_____
b. 40-CY Containers	EACH	!INSERT!	\$_____	\$_____
5. Scheduled Collection and Disposal of Recyclable Solid Waste from 20-CY and 40-CY Containers (Clauses C.8 & C.9)	EACH	!INSERT!	\$_____	\$_____
6. Collection and Disposal of Solid Waste from Compactor Containers (Clauses C.8 & C.9)				
a. 30-CY Containers	EACH	!INSERT!	\$_____	\$_____
b. 40-CY Containers	EACH	!INSERT!	\$_____	\$_____
7. Scheduled Cleaning and Disinfecting (Clause C.10)				
a. Collection Vehicles	MONTH	!INSERT!	\$_____	\$_____
b. Two-CY to Eight-CY Containers	EACH	!INSERT!	\$_____	\$_____
c. 20-CY and 40-CY Roll Off Containers	EACH	!INSERT!	\$_____	\$_____
d. 30-CY and 40-CY Compactor Containers	EACH	!INSERT!	\$_____	\$_____
e. Small Refuse Containers (55 Gallons or less)	EACH	!INSERT!	\$_____	\$_____
8. Scheduled Collection and Disposal of Solid Waste for Special Events (Clauses C.8 & C.9)	EACH	!INSERT!	\$_____	\$_____

TOTAL = \$_____
(Must equal amount
bid for contract
line item 0001)

* Multiply the number of housing units by the number of scheduled collections.

**SCHEDULE OF DEDUCTIONS FOR FIRST OPTION PERIOD
(DO NOT SUBMIT SCHEDULE OF DEDUCTIONS WITH BID)**

Contract Requirements	Units	Number of Units	Unit Price	Total Price
1. Collection and Disposal of Residential Solid Waste (Clauses C.8 & C.9)				
a. General Household Solid Waste (Curbside)	EACH	45,656	\$_____	\$_____
b. Bulky Items	MONTH	12	\$_____	\$_____
c. General Household Solid Waste (Area Collection Stations)	EACH	624	\$_____	\$_____
2. Collection and Disposal of Commercial and Industrial Solid Waste (Clauses C.8 & C.9)				
a. Two-CY Containers	EACH	104	\$_____	\$_____
b. Four-CY Containers	EACH	156	\$_____	\$_____
c. Six-CY Containers	EACH	156	\$_____	\$_____
d. Eight-CY Containers	EACH	5,148	\$_____	\$_____
3. Collection and Disposal of Solid Waste from Small Refuse Containers (55 gallons or less) (Clauses C.8 & C.9)	EACH	10,556	\$_____	\$_____
4. Scheduled Collection and Disposal of Solid Waste (Bulky Items) (Clauses C.8 & C.9)				
a. 20-CY Containers	EACH	78	\$_____	\$_____
b. 40-CY Containers	EACH	697	\$_____	\$_____
5. Scheduled Collection and Disposal of Recyclable Solid Waste from 20-CY and 40-CY Containers (Clauses C.8 & C.9)	EACH	105	\$_____	\$_____
6. Collection and Disposal of Solid Waste from Compactor Containers (Clauses C.8 & C.9)				
a. 30-CY Containers	EACH	104	\$_____	\$_____
b. 40-CY Containers	EACH	156	\$_____	\$_____

Contract Requirements	Units	Number of Units	Unit Price	Total Price
7. Scheduled Cleaning and Disinfecting (Clause C.10)				
a. Collection Vehicles	MONTH	12	\$_____	\$_____
b. Two-CY to Eight-CY Containers	EACH	592	\$_____	\$_____
c. 20-CY and 40-CY Roll Off Containers	EACH	24	\$_____	\$_____
d. 30-CY and 40-CY Compactor Containers	EACH	8	\$_____	\$_____
e. Small Refuse Containers (55 Gallons or less)	EACH	416	\$_____	\$_____
8. Scheduled Collection and Disposal of Solid Waste for Special Events (Clauses C.8 & C.9)	EACH	13	\$_____	\$_____

TOTAL = \$_____
(Must equal amount
bid for contract
line item 0003)

* Multiply the number of housing units by the number of scheduled collections.

E. Performance Requirements Summary. As the GPWS is being tailored a PRS Table should be prepared. This table will be included in Section J of the PWS and will be used primarily by the Administrative Contracting Officer (ACO), in conjunction with the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES", "ESTIMATING THE PRICE OF NON PERFORMED OR UNSATISFACTORY WORK", and "SCHEDULE OF DEDUCTIONS" clauses, in making payment deductions for unsatisfactory performance or nonperformance of contract requirements. Additionally, the table is also very useful in the preparation of QA plans (as discussed in the QA Guide to this GPWS) and the Schedule of Deductions, and to provide the FSCM, QAEs, and customers a convenient overview of services to be provided. A sample PRS table, which reflects the contract requirements and work requirements of this GPWS, is provided in Attachment J-E1 of the GPWS. Suggested Maximum Allowable Defect Rates (MADRs) and weights are also shown. The user should modify this table to reflect the tailored PWS's requirements and consideration of the various factors which influence the selection of MADRs and work requirement weights.

F. Reviewing the Tailored PWS. Conflicting and contradictory contract requirements, i.e., inconsistency within a facilities support contract, inherently lead to protests, claims, and difficulties in contract administration. As a result, the Government may pay more for required services;

does not obtain the services which were intended; and/or spends a great deal more in contract administration effort than would normally be warranted. To avoid such problems, the user should carefully review the tailored GPWS to find and eliminate any inconsistencies which may have been created during the tailoring process.

1. One way to eliminate inconsistencies is through the use of a matrix type check, such as that shown in Table 1 below. Such a matrix can prove to be an effective check on the consistency of the contract requirements. By matching the function with the applicable clause(s), the user can easily review those clauses which apply to a particular function without having to continually scrutinize the entire specification.

2. Another and probably easier way for activities which have word processing software, is to perform a search on a key word(s). For example, if we wanted to review all contract requirements for "containers", the software can search the entire document for that key word, and stop every time it encounters it. In this way, the specification writer can quickly check for inconsistencies which may have been overlooked during previous reviews.

TABLE 1
SAMPLE MATRIX FOR SOLID WASTE COLLECTION AND DISPOSAL CONTRACT

REFERENCE	CONTRACT REQUIREMENTS							
	RESIDENTIAL	COMMERCIAL/ INDUSTRIAL	CONTAINER RELOCATION	SPECIAL EVENTS	RECYCLABLE WASTE	FOREIGN PORT GARBAGE	COMPACTORS	SANITATION
C.8	X	X	X	X	X	X	X	
C.9	X	X			X			
C.10								X
J-C5	X	X			X		X	
J-E1	X	X	X	X	X	X	X	X

IV. COMMERCIAL ACTIVITIES (CA) PROGRAM CONSIDERATIONS. This section of the User's Guide discusses some of the special items which must be considered when using this GPWS to prepare a PWS as part of a CA program study. Included are a number of provisions and changes which must be considered by the user.

A. Scope of Work. The user must remember that the scope of work and standards of performance specified in the PWS must be equivalent to the projected capabilities of the MEO.

B. Separately Priced Options to Extend. OMB Circular A-76 requires in-house and Contractor bids to be evaluated on at least a three year basis, unless contract funding limitations prevent the initial contract term from being a full 12 months in length. In this situation, separately priced options must be included to cover at least two full fiscal years after the initial term. This means that Section B must contain contract line items for a base period and at least two, one year, separately priced option periods. For example:

1. If the contract term is projected to begin on 1 October, Section B would include contract line items for the base year (12 months) of performance (items 0001 and 0002) and at least two, one year, separately priced option periods (items 0003 and 0004, and 0005 and 0006).

2. If the contract term is projected to begin on 1 April, Section B would include contract line items for the initial six month base period of performance

through 30 September (items 0001 and 0002), and at least two one year, separately priced option periods (items 0003 and 0004, and 0005 and 0006).

3. In no case may the total contract term exceed 60 months.

C. Multi-Function CA Contracts. In many instances, CA program studies involve contracts containing more than one functional area or service. For example, the user may want to study transportation operation and maintenance services in conjunction with solid waste collection and disposal services, and issue a single solicitation. Since most NAVFAC GPWSs are written in the same format, the technical requirements of Sections C and J of this guide may be easily combined with those of other GPWSs to produce a tailored multi-function PWS.

V. PRE-AWARD CONSIDERATIONS. Prior to award it is essential that the activity consider the following aspects of the operation and administration of a solid waste collection and disposal contract. Additionally, Chapters 5 and 6 of NAVFAC MO-327 discuss a number of items which must be considered by the activity prior to the award of a contract, including a pre-award survey of the apparent low, responsive, responsible bidder, and a review of the submitted quality control program.

A. Quality Assurance Evaluator Training. It is vitally important to have an adequate number of qualified QAEs on board prior to the contract start date. In fact NAVFAC EFD contract offices will not allow contracts to be advertised until the activity provides assurance that such resources will be provided. NAVFAC P-68, *Contracting Manual*, details NAVFAC policy for minimum training requirements for personnel involved in NAVFAC contracts. The Manual requires all individuals assigned to QAE duties to attend the QAE training course provided by each of the EFDs within six months of their assignment. If this training has not been received, the activity should take steps to have the QAE(s) attend the next available course and in the meantime should develop a local training program. EFD Code 10s/16s should be contacted for QAE training scheduling or assistance. The QAE should have a good working knowledge of requirements for solid waste collection and disposal. Prior to bid opening it is essential that the QAE become familiar with the solid waste collection and disposal specification.

B. Site Visits. The QAE or other Government representative should be prepared to conduct site visits with potential bidders after inviting bids. The purpose of these visits is to familiarize the Contractor with the location of contract requirements, not to provide additional information which should have been included in the PWS. QAEs must be briefed by the ACO or the Contract Specialist as to what can and cannot be said to potential bidders during site visits. Customers must also be briefed on precautions to be taken so as not to reveal sensitive information to potential bidders during these visits.

C. Disposal. Has the Contractor provided a copy of a disposal permit showing that the sanitary landfill to be used is in an approved landsite? Or, if other final disposal methods are to be used, such as incineration, has the Contractor provided written documentation and approval of suitability?

D. Government Furnished Property. Are Government furnished facilities, equipment, and materials, if any, ready for turnover? If trucks and/or containers are to be furnished, are they clean, sanitary, and in good working condition? Has a property administrator been assigned as required by NAVFAC P-68, paragraph 45.303?

E. Customer Relations. Are adequate procedures in place and are customers aware of the procedures which will be used to order on-call collections and other unscheduled indefinite quantity work requirements? Have procedures been developed for customers to submit complaints to the QAE, ACO, or other designated representative?

F. Quality Assurance Plans. Are adequate QA plans prepared and ready for use?

END OF USER'S GUIDE

GUIDE PERFORMANCE WORK STATEMENT
FOR
SOLID WASTE COLLECTION AND DISPOSAL

PART I - THE SCHEDULE

SECTION B: SUPPLIES OR SERVICES AND PRICES/COSTS

!*****
NOTE TO SPECIFICATION WRITER: Some NAVFAC Engineering Field Divisions (EFDs) require additional clauses to be added to Section B. The user must contact the appropriate geographical EFD to identify additional clauses, if any, which may be required. The numbering system for contract line items and subline items shall follow the method prescribed in Subpart 4.71 of the DOD FAR Supplement. In the following example contract line items 0001 and 0003 are prepared as single line items supported by Schedules of Deductions. Alternate methods would be to include a limited number of subline items, each of which would be broken down by Schedules of Deductions; or to eliminate the Schedules of Deductions from the contract and prepare detailed Schedules of Firm Fixed-Price Work, with detailed contract line items similar to those in the Schedules of Deductions. See paragraph III.B.1.b of the User's Guide for additional information on contract line items.
*****!

SCHEDULE

Item					
No.	Supplies/Services	Quantity	Unit	Unit Price	Amount
0001	FIRM FIXED-PRICE WORK: Price for the BASE PERIOD (!DATE! through !DATE!) for all work specified in the contract, except for work specifically identified as being included in the Indefinite Quantity portion of the contract.	!NUMBER!	MONTH	\$_____	\$_____
	TOTAL PRICE FOR CONTRACT LINE ITEM NUMBER (CLIN) 0001				\$_____
0002	INDEFINITE QUANTITY WORK: Price for the BASE PERIOD (!DATE! through !DATE!) to perform the unit priced tasks listed in the Schedule of Indefinite Quantity Work below. The quantities listed below are realistic estimates provided solely for the purpose of bid evaluation and for establishing penal sums of bonds (if required). The price for this bid item is the total of the subline items listed in the Schedule of Indefinite Quantity Work.				

SCHEDULE

Item		Maximum			
No.	Supplies/Services	Quantity	Unit	Unit Price	Amount

SCHEDULE OF INDEFINITE QUANTITY WORK

On-call Collection and Disposal
of Solid Waste (Bulky Items)
(Clauses C.8 & C.9)

0002AA 20-CY Containers !NUMBER! EA \$_____ \$_____

0002AB 40-CY Containers !NUMBER! EA \$_____ \$_____

0002AC On-call Collection and Disposal
of Recyclable Solid Waste from
20-CY and 40-CY Containers
(Clauses C.8 & C.9) !NUMBER! EA \$_____ \$_____

Nonscheduled Cleaning and
Disinfecting (Clause C.10)

0002AD Two-CY to Eight-CY Containers !NUMBER! EA \$_____ \$_____

0002AE 20-CY and 40-CY Roll Off
Containers !NUMBER! EA \$_____ \$_____

0002AF 30-CY and 40-CY Compactor
Containers !NUMBER! EA \$_____ \$_____

0002AG Collection, Heat Treatment, and
Disposal of Foreign Port Origin
Garbage [Paragraph C.8.c(2)(e)] !NUMBER! EA* \$_____ \$_____

0002AH Relocation of Containers
[Paragraph C.8.c.(4)] !NUMBER! EA** \$_____ \$_____

0002AJ Unscheduled Collection and
Disposal of Solid Waste for
Special Events
[Paragraph C.8.c.(5)] !NUMBER! EA \$_____ \$_____

TOTAL PRICE FOR CONTRACT LINE
ITEM NUMBER (CLIN) 0002 \$_____

0003 FIRM FIXED-PRICE WORK: Price
for the FIRST OPTION PERIOD for
all work specified in the
contract, except for work
specifically identified as
being included in the
Indefinite Quantity portion of
the contract. 12 MONTH \$_____ \$_____

TOTAL PRICE FOR CONTRACT LINE
ITEM NUMBER (CLIN) 0003 \$_____

SCHEDULE

Item		Maximum			
No.	Supplies/Services	Quantity	Unit	Unit Price	Amount

SCHEDULE OF INDEFINITE QUANTITY WORK

0004 INDEFINITE QUANTITY WORK: Price for the FIRST OPTION PERIOD to perform the unit priced tasks listed in the Schedule of Indefinite Quantity Work below. The quantities listed below are realistic estimates provided solely for the purpose of bid evaluation and for establishing penal sums of bonds (if required). The price for this bid item is the total of the subline items listed in the Schedule of Indefinite Quantity Work.

On-call Collection and Disposal of Solid Waste (Bulky Items) (Clauses C.8 & C.9)

0004AA	20-CY Containers	42	EA	\$_____	\$_____
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0004AB	40-CY Containers	23	EA	\$_____	\$_____
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0004AC	On-call Collection and Disposal of Recyclable Solid Waste from 20-CY and 40-CY Containers (Clauses C.8 & C.9)	19	EA	\$_____	\$_____
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Nonscheduled Cleaning and Disinfecting (Clause C.10)

0004AD	Two-CY to Eight-CY Containers	30	EA	\$_____	\$_____
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0004AE	20-CY and 40-CY Roll Off Containers	17	EA	\$_____	\$_____
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0004AF	30-CY and 40-CY Compactor Containers	15	EA	\$_____	\$_____
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0004AG	Collection, Heat Treatment, and Disposal of Foreign Port Origin Garbage [Paragraph C.8.c(2)(e)]	110	EA*	\$_____	\$_____
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0004AH	Relocation of Containers [Paragraph C.8.c.(4)]	220	EA**	\$_____	\$_____
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SCHEDULE

Item No.	Supplies/Services	Maximum Quantity	Unit	Unit Price	Amount
0004AJ	Unscheduled Collection and Disposal of Solid Waste for Special Events [Paragraph C.8.c.(5)]	120	EA	\$_____	\$_____
TOTAL PRICE FOR CONTRACT LINE					\$_____
ITEM NUMBER (CLIN) 0004					

- * Each container of foreign port origin garbage requiring treatment.
- ** The number of collections required. For example, two containers provided and emptied daily for three days would equal six EA.

END OF SECTION B

PART I - THE SCHEDULE

SECTION C: DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

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PART I - THE SCHEDULE

SECTION C: DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

!*****
NOTE TO SPECIFICATION WRITER: A "Work Excluded" clause in Section C is optional but should be used with extreme care in order to avoid giving bidders the impression that if work is not specifically excluded it is automatically included. A "Work Excluded" clause may be useful to clarify the scope of work if some solid waste collection and disposal functions are already being performed by contract.
*****!

C.1 GENERAL INTENTION. The intention of this solicitation is to obtain solid waste collection and disposal services at !INSERT NAME OF ACTIVITY! by means of a combination firm fixed-price and indefinite quantity contract.

C.2 GENERAL REQUIREMENTS. The Contractor shall furnish all labor, supervision, materials, supplies, and equipment necessary to collect and dispose of solid waste, including the collection and disposal of garbage, ashes, debris, rubbish, and other discarded solid wastes resulting from residential, industrial, commercial, and community activities, as specified in the specifications and drawings attached. Excluded from this function is collection and disposal of: (1) hazardous wastes, (2) solids or dissolved materials in domestic sewage, (3) other pollutants in water resources such as silt and dissolved or suspended solids, and (4) infectious/medical wastes.

!*****
NOTE TO SPECIFICATION WRITER: Unique functional terms should be added to the following list of definitions. Definitions not required should be deleted.
*****!

C.3 DEFINITIONS - TECHNICAL. As used throughout this contract, the following terms shall have the meaning set forth below. Additional definitions are in the "DEFINITIONS" clause in Section I.

a. Where "as shown", "as indicated", "as detailed", or words of similar import are used, it shall be understood that reference is made to this specification and the drawings accompanying this specification unless stated otherwise.

b. Where "as directed", "as required", "as permitted", "approval", "acceptance", or words of similar import are used, it shall be understood that direction, requirement, permission, approval, or acceptance of the ACO is intended unless stated otherwise.

c. Administrative Contracting Officer (ACO). The individual designated by the Contracting Officer to administer the contract. Throughout this contract, the term ACO will be used to refer to the individual designated to administer the contract or his/her designated representative. See the "DEFINITIONS" clause, Section I.

d. Ashes. The residue from burned wood, coal, coke, and other combustible material.

e. Collection Station. The designated points where solid wastes will be placed for collection by the Contractor. May also be referred to as collection point, pick-up stations, or collection site.

f. Contractor. The term Contractor as used herein refers to both the prime Contractor and any subcontractors. The prime Contractor shall insure that subcontractors comply with the provisions of this contract.

g. Contractor Representative. A foreman or superintendent assigned in accordance with the "CONTRACTOR EMPLOYEES" clause, Section H.

h. Debris. Grass cuttings, tree trimmings, leaves, pine straw, limbs, stumps, street sweepings, roofing and construction wastes, and similar waste material.

i. Engineered Performance Standards (EPS). A job estimating system developed for the Department of Defense. EPS is the average time necessary for a qualified craftsman working at a normal pace, following acceptable trade methods, receiving capable supervision, and experiencing normal delays to perform defined amounts of work of a specified quality. EPS manuals are published under the following numbers by each military branch:

Navy:	NAVFAC P 700 Series
Army:	TB 420 Series
Air Force:	AFM 85 Series

j. Frequency of Service

(1) Semiannual (SA). Services performed twice during each 12 month period of the contract at intervals of 160 to 200 calendar days.

(2) Quarterly (Q). Services performed four times during each 12 month period of the contract at intervals of 80 to 100 calendar days.

(3) Monthly (M). Services performed 12 times during each 12 month period of the contract at intervals of 28 to 31 calendar days.

(4) Weekly (W). Services performed 52 times during each 12 month period of the contract at intervals of 6 to 8 calendar days.

k. Garbage. Animal and vegetable waste (and containers thereof) resulting from the handling, preparation, cooking, and consumption of foods. Edible or hog food garbage is that portion of waste food which has been segregated for salvage.

l. Hazardous Waste. A solid waste or combination of solid wastes, which because of its quantity, concentration, or physical, chemical, or infectious characteristics may: (1) cause, or significantly contribute to, an increase in mortality or an increase in serious irreversible, or incapacitating reversible, illness; or (2) pose a substantial present or potential hazard to human health or the environment when improperly treated, stored, transported, disposed of, or otherwise managed.

m. Open Burning. The combustion of solid waste without (a) control of combustion air to maintain adequate temperature for efficient combustion, (b) containment of the combustion reaction in an enclosed device to provide

sufficient residence time and mixing for complete combustion, or (c) control of the emission of the combustion products. **OPEN BURNING IS PROHIBITED** and is not an authorized means of ultimate waste disposal.

n. Quality Assurance (QA). A method used by the Government to provide some measure of control over the quality of purchased goods and services received.

o. Quality Assurance Evaluator (QAE). The Government employee responsible for the monitoring of Contractor performance.

p. Quality Control (QC). A method used by the Contractor to control the quality of goods and services produced.

q. Recyclable Waste. Waste material which can be transformed into new products in such a manner that the original product may lose its identity.

r. Refuse. All garbage, ashes, debris, rubbish, and other similar waste materials. Not included are explosive and incendiary waste and contaminated waste from medical and radiological processes.

s. Regular Working Hours. The Government's regular (normal) working hours are from !STARTING HOUR! to !ENDING HOUR!, Mondays through Fridays except (a) Federal Holidays and (b) other days specifically designated by the ACO.

t. Response Time. Response time is defined as the time allowed the Contractor after initial notification of a work requirement to be physically on the premises at the work site with appropriate tools, equipment, and materials, ready to perform the work required.

u. Rubbish. A variety of unsalvageable waste materials such as metal, glass, crockery, floor sweepings, paper, wrapping, containers, cartons, and similar articles not used in preparing or dispensing food.

v. Solid Waste. Refuse and other discarded solid materials resulting from commercial, industrial, residential, and community activities. It does not include hazardous wastes, infectious/medical wastes, solids or dissolved materials in domestic sewage, or other significant pollutants in water resources such as silt, dissolved or suspended solids in industrial waste, water effluents, dissolved materials in irrigation return flow, or other common water pollutants.

w. Spillage. Any refuse dislodged from containers and/or solid waste collecting equipment in the course of collection and disposal.

!*****
NOTE TO SPECIFICATION WRITER: Government furnished property may include real property or personal property. The specification writer must clearly identify Government furnished facilities, Government furnished equipment (GFE), and Government furnished material (GFM). The following clauses should be modified as needed to fit the activity's specific situation and needs. Remember that if a CA program study is being conducted, decisions on whether or not to provide Government furnished facilities and equipment must be based on an economic analysis. Refer to OPNAVINST 4860.7.
*****!

C.4 GOVERNMENT FURNISHED PROPERTY AND SERVICES. In accordance with the "GOVERNMENT FURNISHED PROPERTY (FIXED-PRICE CONTRACTS)" clause in Section I, the Government will provide the Contractor the use of certain Government owned !MODIFY AS REQUIRED! facilities, equipment, materials, and utilities for use only in connection with this contract. The use of Government furnished property and services for other purposes is prohibited. All such facilities, equipment, and materials will be provided in "as is" condition.

!SELECT EITHER a. OR a.(OPTIONAL)!

a. Government Furnished Facilities. The Government will furnish or make available to the Contractor the facilities described in Attachment J-C1. Should the Contractor choose to use the Government furnished facilities, the Contractor shall assume responsibility and accountability for such facilities accepted for use and shall take adequate precautions to prevent fire hazards, odors, and vermin. Janitorial and solid waste collection/disposal services for Government furnished facilities shall be provided by the Contractor. The Contractor shall obtain written approval from the ACO prior to making any modifications or alterations to the facilities. Any such modifications or alterations approved by the Government will be made at the expense of the Contractor. At the completion of the contract, all facilities shall be returned to the Government in the same condition as received, except for reasonable wear and tear. The Contractor shall be held responsible for the cost of any repairs caused by negligence or abuse on his/her part, or on the part of his/her employees.

a.(OPTIONAL) Government Furnished Facilities. The Government will not provide office space and operational facilities to the Contractor. The Contractor shall secure and maintain the necessary office space and other facilities required for the performance of this contract at his/her own expense.

!*****
NOTE TO SPECIFICATION WRITER: Equipment should normally not be provided to the Contractor unless economically justified under a CA program study. Extensive equipment listings should be placed in Attachment J-C2, including identification number, make, age, quantity, size or capacity, etc. Specific equipment maintenance requirements beyond the general requirements of this clause should also be detailed in this Attachment. Specify container locations and responsibility for transportation if not already in place. If no equipment or material will be provided to the Contractor, the OPTIONAL clause should be used.
*****!

!SELECT EITHER b. OR b.(OPTIONAL)!

b. Government Furnished Equipment. The Government will provide the Contractor the option of using existing and available Government owned equipment in the performance of the contract. Such Government furnished tools and equipment are listed in Attachment J-C2.

(1) Should the Contractor choose to use the Government furnished equipment, periodic servicing, maintenance, and repair shall be provided at no additional cost to the Government, and the total or partial breakdown or failure of the equipment shall not relieve the Contractor of responsibility to fully perform the work of the contract. Upon completion or termination of the contract, all Government owned equipment shall be returned to the Government in the same condition as received, except for normal wear and tear. Equipment which becomes worn out due to normal wear and tear shall be returned to the

Government and its replacement shall be the responsibility of the Contractor at no additional cost to the Government. Equipment so acquired shall remain the property of the Contractor. The Contractor shall be responsible for the cost of any repairs or replacement caused by negligence or abuse by the Contractor or his/her employees.

(2) The Contractor and the Government Representative shall conduct a joint inventory before commencing work under this contract to determine the exact number and serviceability of Government furnished equipment. The Contractor shall then certify the findings of this inventory and indicate, in writing, which items of equipment will be used to provide services under this contract. Equipment not selected for use will be deleted from the inventory and will no longer be available for the Contractor's use. The Contractor shall assume accounting responsibility for equipment remaining on the inventory, and subsequently report inventory discrepancies to the Government Representative. Except as may otherwise be specified, Government furnished equipment shall not be removed from the military base unless approved by the ACO in writing.

b.(OPTIONAL) Government Furnished Equipment. The Contractor shall furnish all equipment required for the performance of this contract. The Government will not provide equipment for the Contractor's use.

!*****
NOTE TO SPECIFICATION WRITER: Material should normally not be provided to the Contractor unless economically justified under a CA program study. List material to be provided in Attachment J-C3, including identification information, quantity, size or capacity, location, etc.
*****!

!SELECT EITHER c. OR c. (OPTIONAL)!

c. Government Furnished Material. The Government will furnish the material described in Attachment J-C3 to the Contractor on a one time basis for use only in connection with this contract. The Contractor and the Government Representative shall conduct a joint inventory before commencing work under this contract to determine the exact amount and serviceability of Government furnished materials. The Contractor shall then certify the findings of this inventory, assume accounting responsibility for all materials supplied, and shall provide documentation supporting issue/use of such material. Upon depletion of material provided to the Contractor by the Government, the Contractor shall furnish all material to perform the work of the contract, except as otherwise specified herein. Upon completion or termination of this contract a second joint inventory shall be conducted, if necessary, of all unused Government furnished materials. The Contractor shall be held liable for all materials which cannot be accounted for by issue/use documentation.

c.(OPTIONAL) Government Furnished Material. The Government will not provide any materials to the Contractor.

d. Availability of Utilities. The Government will furnish the following utility services at existing outlets, for use in those facilities provided by the Government and as may be required for the work to be performed under the contract: electricity, steam (for heat treatment of foreign port origin garbage), natural gas, fresh water, and sewage service. Information concerning the location of existing outlets may be obtained from the ACO. The Contractor

shall provide and maintain, at his/her expense, the necessary service lines from existing Government outlets to the site of work.

!SELECT EITHER (1) OR (1) (OPTIONAL)!

(1) Utilities specified above will be furnished at no cost to the Contractor.

(1)(OPTIONAL). The Contractor shall be required to pay for utilities consumed and shall, at his/her expense, install meters as required by the ACO to measure consumption of utilities provided by the Government. Rates for reimbursement to the Government of metered utilities will be: !LIST THE RATES OF REIMBURSEMENT PER TYPE OF SERVICE PROVIDED!

(2) A restricted telephone line (USOC Class RS4) for on base calls will be provided by the Government at no cost to the Contractor. The Contractor shall install commercial telephone service, and all service and toll charges shall be paid for by the Contractor.

C.5 CONTRACTOR FURNISHED EQUIPMENT. Except for the items listed in Clause C.4, the Contractor shall provide all facilities, equipment, materials, and services to perform the requirements of this contract. All equipment shall be subject to the inspection and approval of the ACO prior to and during the life of the contract.

a. Vehicles. The Contractor shall use vehicles specifically designed for refuse collection that have watertight bodies and which do not permit loss of refuse. Open-box trucks, with or without canvas cover, shall not be used except for the collection of debris or bulky items. Collection vehicles shall be operated in accordance with activity rules and regulations while in the activity area, and shall be kept closed when moving or when not actually engaged in collecting wastes. All vehicular equipment shall be maintained in good repair and in a safe, clean, and well painted condition. The Contractor's name shall be painted or otherwise displayed prominently on each Contractor owned vehicle. Vehicles that are identified as unserviceable or unsightly by the ACO shall be repaired or replaced within !INSERT! working days at no additional cost to the Government. The Contractor shall have sufficient equipment for backup of regularly assigned vehicles to insure completion of contract requirements in the event of breakdowns or other equipment problems.

!*****
NOTE TO SPECIFICATION WRITER: Add additional requirements, such as for specific colors; special markings; letter and number size, location, etc.
*****!

b. Containers. Except where otherwise noted, all containers shall be standard commercial-industrial type, of heavy gauge metal construction, leakproof, and designed for mechanized handling. Containers which are mounted on wheels shall have a positive breaking/locking device to prevent inadvertent movement. Containers shall be freshly painted at the start of the contract, and periodically during the term of the contract to maintain a pleasing appearance. The Contractor's name and local phone number shall be prominently displayed on each container. All doors, lids, hinges, rollers, breaking devices, and other moving parts shall be maintained to keep containers serviceable. Bent, damaged, leaking, rusting, and unsightly containers shall be repaired and repainted or replaced at the Contractor's option within one week of notification by the ACO.

!*****
NOTE TO SPECIFICATION WRITER: Delete items which are not applicable and
otherwise tailor the following paragraphs.
*****!

(1) Garbage Containers. The interior bottom and lower half of interior sides of all containers used in the collection of food services garbage shall be coated with a polymer-type coating specifically designed for the purpose of leakproofing and rustproofing.

(2) Compactor Containers. Within 10 calendar days after award of the contract, the Contractor shall provide manufacturer's descriptive data and installation requirements for the ACO's approval for all Contractor furnished compactor containers. All compactor containers shall be installed and fully operational within !INSERT! working days after the start date of the contract. Compactor containers provided by the Contractor shall be of the capacities specified in Attachment J-C5, and specifically designed to handle commercial and industrial refuse. Compactors shall be easily loaded from either ground level or dock level. Power units shall be located within the confines of the packer frame. Electrical connections to compactors shall be made by the Contractor, in accordance with the National Electric Code, from existing Government furnished connection points. Information on the location and capacity of existing electrical connection points may be obtained from the ACO. Compactor foundations or platforms shall be provided by the Contractor in accordance with the manufacturer's recommendations. Foundations and platforms shall be removed immediately upon expiration of the contract if directed by the ACO.

(3) Reusable Residential Containers. The Contractor shall provide and maintain two plastic, 32 gallon capacity waste containers for each of !INSERT NUMBER! family housing units. Containers shall be constructed of molded polyethylene plastic, with two handles and a lock-on cover. Containers which are cracked, leaking, missing lids, vandalized, will not lock, or are otherwise damaged or unserviceable shall be replaced by the Contractor. Containers which are identified as unserviceable by the Government representative shall be replaced within one working day.

(4) Foreign Port Origin Garbage Containers. A minimum of !INSERT NUMBER! containers used for the collection and treatment of foreign port origin garbage shall be provided by the Contractor. These containers shall be !INSERT NUMBER! cubic yard (CY) in capacity, closed top, and modified to comply with the heat treatment procedures specified in Attachment J-C6. Containers shall be painted yellow and marked "FOREIGN ORIGIN GARBAGE ONLY". All hoses and other associated collection and treatment equipment shall also be provided by the Contractor.

C.6 WORK OUTSIDE REGULAR HOURS. Except as may otherwise be specified, all work shall be performed during regular working hours. If the Contractor desires to carry on work on Saturday, Sunday, holidays, or outside regular working hours, he/she must submit application to the ACO for approval. There will be no additional compensation for work performed outside regular working hours.

C.7 MANAGEMENT. The Contractor shall manage the total work effort associated with the services required herein to assure fully adequate and timely completion of these services. Included in this function are management duties including, but not limited to, establishing and maintaining records and quality control.

The Contractor shall provide an adequate staff of personnel with the necessary management expertise to assure the performance of the work in accordance with sound and efficient management practices.

a. Work Control. The Contractor shall implement all necessary work control procedures to ensure timely accomplishment of work requirements, as well as to permit tracking of work in progress. The Contractor shall plan and schedule work to assure labor and equipment are available to complete work requirements within the specified time limits and in conformance with the quality standards established herein.

b. Work Schedule. The Contractor shall schedule and arrange work so as to cause the least interference with the normal occurrence of Government business and mission. In those cases where some interference may be essentially unavoidable, the Contractor shall make every effort to minimize the impact of the interference. Work schedules shall be submitted as specified in the appropriate clauses herein.

c. Weight Tickets. Individual weight tickets denoting the date, type of truck or container, and tonnage disposed of shall be submitted each month with the Contractor's invoice for each load disposed of. Also to be included is the total tabulated tonnage disposed of during the month.

d. Staffing. The Contractor shall continuously maintain an adequate staff with suitable management expertise to assure work is scheduled and completed in accordance with these specifications. The Contractor shall maintain an adequate work force to complete work in accordance with the time and quality standards specified.

C.8 COLLECTION REQUIREMENTS

a. General. The Contractor shall provide collection of solid wastes from residential, commercial, industrial, and community areas as shown in Attachment J-C4. All problems relative to waste collection shall be reported to the ACO. The Contractor's employees shall not contact activity personnel or housing occupants regarding waste collection problems.

(1) Collection Stations. Collection stations are denoted in Attachment J-C5. All solid waste placed at designated collection stations shall be removed by the Contractor unless advised otherwise by the ACO.

(2) Frequency of Collection. Collection of solid wastes shall be made in a systematic manner at the frequencies specified in Attachment J-C5.

!*****
NOTE TO SPECIFICATION WRITER: Provide information on gates the Contractor may use and any scheduling requirements or restrictions that may exist.
*****!

(3) Route and Collection Schedules. The Contractor shall establish a plan for vehicle routes and collection schedules and submit to the ACO for approval within 10 calendar days after award of the contract. Approved schedules shall be strictly adhered to, and any proposed change must be submitted for the ACO's approval at least !INSERT! working days in advance.

(a) Hours of Operation. The Contractor shall confine operations to daylight hours commencing not earlier than !INSERT TIME! and continuing not later than !INSERT TIME! for residential collections; and commencing not earlier than !INSERT TIME! and continuing not later than !INSERT TIME! for all other collections; unless otherwise approved by the ACO.

(b) Inclement Weather Schedule. Solid wastes shall be collected as scheduled during periods of inclement weather unless specific approval to delay collections is requested by the Contractor and received from the ACO. Such approval will normally be granted only in cases of particularly severe weather, such as heavy snow, tropical storm or hurricane, etc. When approval to reschedule collections is granted the Contractor shall accomplish all missed collections within 24 hours after the severe weather has terminated, at no additional cost to the Government. If all make up collections cannot be made within 24 hours, the Contractor shall resubmit a revised schedule to the ACO for approval.

(c) Holiday Schedule. When a scheduled collection day falls on a holiday, all scheduled collections shall be made on the following work day. All rescheduled holiday collections shall be accomplished in addition to all normal collections for that day, and at no additional cost to the Government.

(d) Missed Pickups. The Contractor shall collect solid wastes at missed scheduled pickup stations within !INSERT! hours after discovery by the Contractor's quality control program or notification by the ACO.

(4) Position of Containers. After each collection of solid wastes, the Contractor shall reposition all non-disposable containers in an upright position within their respective collection stations so as to minimize interference with adjacent parking areas, sidewalks, roadways, etc. Containers with lids shall be placed with their lids secured in the closed position and containers with doors shall be closed.

(5) Collection Area Clean. Collection stations shall be left in a neat and orderly manner. All solid waste within a 25-foot radius of the collection station, including spillage and waste left or spilled in the area by the container user, shall be removed by the Contractor.

(6) Destructive Weather. Upon notification by the ACO that the activity is ordered to take precautionary measures to prevent damage by destructive weather, the Contractor shall collect all solid waste and temporarily relocate commercial and industrial containers to positions adjacent to buildings or other immovable structures, and shall provide appropriate tie-downs as directed by the ACO. All containers shall be returned to normal positions when destructive weather conditions have diminished. Adjustments to the contract price due to collections and container relocations required by this paragraph will be handled under the "CHANGES" clause of Section I.

(7) Abnormal Quantities of Waste. Excess waste or wastes beyond the normal quantity resulting from holidays or recognized customs shall be collected and disposed of by the Contractor at no additional cost to the Government. The Contractor shall employ additional equipment or make additional trips, if necessary, to adequately dispose of extra waste with minimum interference of regular collection schedules.

b. Specific Residential Requirements. General household waste shall be collected twice weekly and bulky items shall be collected once weekly at each housing unit, as specified in paragraph 1, Attachment J-C5. The quantity of waste to be collected annually in military residential areas may be expected to be slightly larger than in similar civilian residential areas due to the frequency of personnel reassignments.

(1) Types of Solid Waste. Residential solid waste consists of general household garbage, debris, and rubbish, including lawn and flower bed edge trimmings, grass, grass clippings and grass roots, leaves, pine straw, cardboard boxes, cartons, plastic bags, bundled and tied newspapers and magazines, tree branches, etc. Frequently, solid waste consists of bulky items, including, but not limited to, discarded furniture, toys, packing cartons, lumber, appliances, very large branches, Christmas trees, and other material placed out for collection by housing occupants. Excluded is earth (but not including the earth that is attached to lawn and flower bed edge trimmings), or any other type of fill material.

!*****
NOTE TO SPECIFICATION WRITER: Tailor the following paragraph if residents are required to segregate certain wastes in support of recycling programs, or if there are any other special requirements affecting the Contractor's collection of waste.

Delete paragraph (b) below if all residential collections are made at curbside.
*****!

(2) Collection

(a) Curbside. Prior to collection on scheduled collection days, housing occupants will place all solid waste at the pickup station, which is the nearest adjacent alley, street, or parking-lot curbside, as the case may be. Household garbage and rubbish will normally be placed in reusable !CHOOSE "CONTRACTOR" OR "GOVERNMENT"! furnished containers, or in occupant furnished disposable plastic or paper bags, cardboard boxes, or other disposable containers. Bulky items and debris will be placed in the vicinity of the pickup station. Household debris, such as leaves, pine straw and cones, grass clippings, flower bed edge trimmings, and other similar yard wastes not placed in reusable containers will be bagged by housing occupants; and newspapers, magazines, and other similar material not placed in reusable containers will be secured to prevent scatter.

(b) Area Collection Stations. Household garbage, debris, and refuse will be placed in area collection stations by housing occupants. Bulky items will be placed in the vicinity of the collection station by occupants.

c. Specific Commercial and Industrial Requirements

(1) Types of Solid Waste. Commercial solid wastes are all types that are generated by stores, offices, clubs, cafeterias, dining facilities, warehouses, and other such non-industrial activities. Industrial solid wastes are those directly attributable to industrial operations. Commercial and industrial solid wastes also include bulky items, including but not limited to lumber, brick/block, and other construction wastes and building materials; discarded furniture and appliances; metal drums, pallets, and other storage and

crating materials; large tree limbs and stumps; and all other large and/or heavy materials and items.

!*****
NOTE TO SPECIFICATION WRITER: Tailor the following paragraphs as required. For example, on-call collections are included in the GPWS for bulky and recyclable refuse only. However, on-call collections could also be included by the user for other types of refuse or containers, such as for selected compactor containers for which an appropriate collection frequency is difficult to establish.

In the GPWS on-call collections and other unscheduled services are included in the indefinite quantity portion of the contract. However, if activity records show that the number of some unscheduled services is consistent from year to year, the user may want to provide this information as historical data in a separate Attachment in Section J, and include these specific services in the firm fixed-price portion of the contract. Contractor bids would then be based on the historical data provided.

*****!

(2) Collection. The Contractor shall collect all types of commercial and industrial solid wastes. Specific location and frequency requirements for scheduled collections, which are included in the firm fixed-price portion of the contract, are listed in paragraphs 2 through 5 of Attachment J-C5. Unscheduled (on-call) collections and other nonscheduled services are included in the indefinite quantity portion of the contract.

(a) Two-CY to Eight-CY Containers. The Contractor shall collect waste from two-CY to eight-CY containers at the locations and frequencies specified in paragraph 2 of Attachment J-C5.

(b) Small Refuse Containers (55 Gallons or Less). The Contractor shall collect waste from small refuse containers at the locations and frequencies specified in paragraph 3 of Attachment J-C5. These containers are either 55 gallon metal drums, or 20 to 42 gallon metal or plastic containers. These containers may or may not be enclosed by a concrete, wooden, or other type of structure, and are typically located at bus stops, playgrounds, recreation areas, and other locations throughout the activity. Containers and supporting structures which are damaged during collection shall be repaired or replaced by the Contractor at no additional cost to the Government.

(c) Bulky and Recyclable Waste. Bulky and recyclable waste shall be collected on both a scheduled and on-call basis, as specified in paragraph 4 of Attachment J-C5. Scheduled collections shall be made at the locations and frequencies specified, and are included in the firm fixed-price portion of the contract. Collections made from those containers listed in Attachment J-C5 as "on-call" are included in the indefinite quantity portion of the contract. Notification to the Contractor to empty on-call containers will be made by specifically designated Government representatives only. On call containers shall be emptied within !INSERT! working hours of such notification.

(d) Compactor Containers. The Contractor shall collect waste from compactor containers at the locations and frequencies specified in paragraph 5 of Attachment J-C5.

(e) Foreign Port Origin Garbage. When ordered under the indefinite quantity portion of the contract, the Contractor shall collect and heat treat foreign port origin garbage utilizing the procedures specified in Attachment J-C6. Normally delivery orders will be provided at least !INSERT NUMBER! hours in advance of when this service will be required. Such orders will indicate the number of containers required, the date and time by which containers must be in position, and the approximate time at which heat treatment will commence.

(3) Inaccessible Containers. All reasonable attempts shall be made by the Contractor to make collections as scheduled. Should access to a container be obstructed, the Contractor shall notify the designated Government representative immediately. If access to the container is made available prior to the final scheduled pickup of the day, the collection shall be made at no additional cost to the Government.

(4) Relocation of Containers. When ordered under the indefinite quantity portion of the contract, the Contractor shall move and permanently change the location of existing eight-CY, 20-CY, and 40-CY non-compactor containers. Containers shall be in place at the new location within !INSERT NUMBER! working days of receipt of a delivery order.

(5) Special Events. The Contractor shall temporarily provide up to !INSERT NUMBER!, eight-CY containers to handle additional solid waste generated by special events such as concerts, ship homecomings, air shows, etc. This work will be provided on both a scheduled (firm fixed-price) and unscheduled (indefinite quantity) basis. Written work orders and delivery orders for this work will indicate the specific number of containers to be provided (for unscheduled events), their location(s), the date on which they must be set in place, collection times, and the anticipated date of removal. Generally, requests for service will be provided at least !INSERT NUMBER! working days prior to the placement deadline. Unless specified otherwise, daily collections (including weekends and holidays) shall be made from each of the containers provided not later than the time specified in the order. Specific requirements for scheduled special events are included below.

SCHEDULED SPECIAL EVENTS

<u>Event</u>	<u>Number of Containers</u>	<u>Number Days Duration</u>
Armed Forces Day	3	1
Air Show	5	2

!ETC.!

!*****
NOTE TO SPECIFICATION WRITER: Address in the following clause any additional requirements placed on the Contractor if waste disposal comes under the jurisdiction of a regional solid waste plan, or if there are any other special/unusual recycling and/or disposal requirements.
*****!

C.9 DISPOSAL REQUIREMENTS

a. General. The Contractor shall dispose of the residential, commercial, industrial, and community activity wastes collected (except for recyclable wastes) in accordance with all applicable local, state, and federal laws and

regulations. All fees associated with disposal shall be paid by the Contractor.

Within 15 calendar days after contract award, the Contractor shall submit copies of disposal permits or other written documentation of approval and suitability of landfill or other final disposal methods.

b. Recyclable Wastes. All recyclable wastes shall be delivered to the Defense Reutilization and Marketing Office (DRMO) located at !INSERT LOCATION!.

Disposal forms provided by DRMO shall be submitted by the Contractor with the monthly invoice.

C.10 SANITATION REQUIREMENTS. Within 15 calendar days after award of the contract the Contractor shall submit proposed container and collection vehicle cleaning procedures and schedules for the ACO's approval. The methods of cleaning, specific disinfectant(s), and proposed on-site cleaning equipment to be used shall be specified, and must comply with the requirements specified below.

a. Collection Vehicles. Vehicles used for hauling waste shall be washed and sprayed with an approved disinfectant not less than weekly, or more often if necessary to prevent obnoxious odors, prevent the attraction or propagation of vectors, and to maintain a neat/clean appearance.

b. Containers. All containers, except for reusable residential containers, shall be cleaned by the Contractor at the frequencies specified in Attachment J-C7 to remove all wastes and waste residue from all surfaces. Special attention shall be given to remove all material from seams and rolled edges. After each cleaning the interior of the container shall be sprayed with an approved disinfectant.

(1) Frequency. Scheduled container cleanings shall be performed at the frequencies specified in Attachment J-C7. Unscheduled container cleanings, which are included in the indefinite quantity portion of the contract, shall be accomplished within !INSERT NUMBER! hours after delivery order receipt.

!*****
NOTE TO SPECIFICATION WRITER: Modify the following paragraph accordingly if the Contractor will be provided an on-base area to wash containers.
*****!

(2) Cleaning Location. Cleanings may be accomplished either at collection sites or at a Contractor furnished site off the activity, !OR AT A GOVERNMENT FURNISHED SITE/WASH RACK OR OTHER FACILITY!, at the Contractor's option.

(a) On-Site Cleaning. Equipment such as a tight truck, trailer bed, or ACO approved metal-lined box shall be used if the Contractor chooses to perform container cleanings on site. The equipment and procedures used shall catch and contain all washings, residues, and detergents, which shall be disposed of off the activity !OR AT GOVERNMENT FURNISHED SITE!.

(b) Off-Site Cleaning. Containers which are removed from the collection site for cleaning for more than !INSERT! minutes shall be replaced with clean containers which meet all the requirements specified in the contract.

!*****
NOTE TO SPECIFICATION WRITER: The user is encouraged to carefully review the

tailored PWS for inconsistencies created during the tailoring process.
Paragraph III.F of the User's Guide discusses two suggested procedures for
performing this review.

*****!

END OF SECTION C

PART III - LIST OF DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS

SECTION J: LIST OF ATTACHMENTS

!*****
NOTE TO SPECIFICATION WRITER: The numbering system used below is designed so that the number of the attachment refers back to the Section that it supports. Attachment J-C1 supports Section C and is the first Attachment referenced in that Section. The user should include those Attachments marked "*", as required.
*****!

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<u>ATTACHMENT</u> <u>NUMBER</u>	<u>TITLE</u>
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J-C1	Government Furnished Facilities
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ATTACHMENT J-1

DEPARTMENT OF LABOR WAGE DETERMINATION

!*****
NOTE TO SPECIFICATION WRITER: Choose one of the following.
*****!

Attached is Wage Determination !INSERT NUMBER!. This determination specifies the minimum wages and fringe benefits to be paid under this contract.

OR

A wage determination has been requested from the Department of Labor and will be incorporated by amendment upon receipt.

ATTACHMENT J-C1

GOVERNMENT FURNISHED FACILITIES

!*****
NOTE TO SPECIFICATION WRITER: List all facilities that are to be provided to the Contractor. Provide descriptive characteristics and provide simple drawings of each facility showing Contractor areas, areas retained for use by the Government, etc.
*****!

The following facilities will be made available for use by the Contractor, as specified in the "GOVERNMENT FURNISHED PROPERTY AND SERVICES" clause, Section C.

<u>Location</u>	<u>Square Feet</u>	<u>Description</u>
Bldg. 5/Naval Station	2,720	Office Space (2) 150 SF Rest Room (2) 70 SF Vehicle Maintenance Shop <u>2,500 SF</u>
		TOTAL = 2,720 SF
North of Bldg. 5/ Naval Station	20,000 1,405	Equipment Storage Area Vehicle/Container Wash Rack

!ETC.!

ATTACHMENT J-C2

GOVERNMENT FURNISHED EQUIPMENT

!*****
NOTE TO SPECIFICATION WRITER: List all equipment that will be provided to the Contractor. Provide descriptive characteristics including manufacturer, model type, age, condition, size or capacity, etc; and provide specific equipment maintenance requirements, if any, beyond the general requirements specified in Section C. Equipment, such as collection vehicles and containers, will not normally be provided to the Contractor unless economically justified under a commercial activities (CA) program study.
*****!

The following items of equipment will be made available for use by the Contractor, as specified in the "GOVERNMENT FURNISHED PROPERTY AND SERVICES" clause, Section C.

<u>Item</u>	<u>Model Number</u>	<u>Brand Name</u>	<u>Age</u>	<u>Location</u>
8-CY Container	25LBPS	Drummond	10 years	North of Bldg. 5

!ETC.!

ATTACHMENT J-C3

GOVERNMENT FURNISHED MATERIAL

!*****
NOTE TO SPECIFICATION WRITER: List all materials that are to be provided to the Contractor. Provide descriptive characteristics including generic name, federal or commercial specifications, and quantities of issue. Indicate how it is to be provided to the Contractor, i.e., does he/she pick it up (where and when) or will the Government deliver it?
*****!

The following material will be made available for use by the Contractor, as specified in the "GOVERNMENT FURNISHED PROPERTY AND SERVICES" clause, Section C.

Description

Quantity

ATTACHMENT J-C4

LIST OF DRAWINGS

!*****

NOTE TO SPECIFICATION WRITER: Include site plan drawing(s) that show all activity buildings, housing area(s), recreation facilities, and other areas where the Contractor is to make collections.

*****!

The attached drawing(s) show the areas where solid waste collections are to be made. !LIST APPROPRIATE DRAWING NUMBERS AND TITLES!

The drawing(s) listed above accompany this specification and are a part thereof. Drawing(s) are the property of the Government and shall not be used for any purpose other than that specified. After award, !INSERT NUMBER! sets of drawings will be furnished to the Contractor without charge.

ATTACHMENT J-C5

COLLECTION STATION LOCATIONS AND FREQUENCY OF COLLECTIONS

1. **RESIDENTIAL AREAS**

- a. Monday and Thursday, general household waste collection:
 - 1. On-base officer's housing (35)*
 - 2. On-base enlisted housing (142)
- b. Tuesday and Friday, general household waste collection:
 - 1. Mobile home units (47)
 - 2. Off-base housing (215)
 - 3. Off-base apartment complex, six eight-cubic yard (CY) containers contained in three area collection stations
- c. Wednesday, collection of bulky items and debris:
 - 1. Mobile home units (47)
 - 2. On-base officer's housing (35)
- d. Thursday, collection of bulky items and debris:
 - 1. On-base enlisted housing (142)
 - 2. Off-base housing (215)

* Numbers in parenthesis represents the number of housing units.

2. **TWO- TO EIGHT-CY CONTAINERS**

<u>Location (Bldg. No.)</u>	<u>No. and Size of Containers</u>	<u>Frequency</u>						<u>No. of Weekly Collections</u>
		<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	
8	1 - 8-CY	X		X		X		3
15	2 - 2-CY				X			2
43A	1 - 6-CY			X				1
98	1 - 4-CY		X					1
174	1 - 6-CY			X				1
199	1 - 8-CY	X			X			2
220	2 - 8-CY*	X	X	X	X	X	X	12
331	2 - 8-CY*	X	X	X	X	X	X	12
338	2 - 8-CY	X			X			4
364	1 - 4-CY		X					1
387	1 - 8-CY		X			X		2
498	1 - 8-CY			X				1
500	1 - 4-CY			X				1
504	1 - 8-CY		X					1
595	1 - 8-CY		X					1
605	1 - 8-CY*	X	X	X	X	X		5

<u>Location</u> <u>(Bldg. No.)</u>	<u>No. and Size</u> <u>of Containers</u>	<u>Frequency</u>						<u>No. of Weekly</u> <u>Collections</u>
		<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	
815	5 - 8-CY	X	X	X	X	X		25
824	4 - 8-CY*	X	X	X	X	X		20
826	1 - 8-CY	X		X		X		3
859	1 - 6-CY			X				1
900	1 - 8-CY	X		X		X		3
902	1 - 8-CY		X			X		2
907	1 - 8-CY	X		X		X		3

* Denotes special liquid bottom containers. See paragraph C.5.b(1), Section C.

3. SMALL REFUSE CONTAINERS (55 GALLONS OR LESS)

<u>Location (Building Number)</u>	<u>Number and Type</u> <u>of Containers</u>	<u>Frequency</u>					
		<u>M</u>	<u>T</u>	<u>W</u>	<u>Th</u>	<u>F</u>	
13 - Theater	2 - Drum	X			X		
242 - CPO Rear Deck	12 - Drum		X			X	
243 - O Club, Rear	9 - Drum		X			X	
244 - Bowling Alley	5 - Metal	X			X		
245 - EM Club Beach *	3 - Drum	X			X		
289 - Housing Office	1 - Drum	X			X		
345 - Skeet Range	3 - Drum			X			
387 - Utah St. Bus Stop	2 - Metal		X			X	
392 - Express Store	2 - Metal	X	X	X	X	X	
425 - BOQ Beach *	3 - Drum	X			X		
1326 - Community Center	7 - Metal		X			X	
1391 - Gym Parking	2 - Drum	X			X		
1393 - BEQ	2 - Metal			X			
1425 - Pool *	7 - Metal	X			X		
1530 - Softball Complex *	24 - Drum	X			X		
1587 - BEQ North Parking	2 - Metal			X			
Atlantic Avenue Bus Stop	2 - Drum		X				
Field 5	4 - Drum			X			
Pinehaven Picnic Grounds *	10 - Drum	X			X		
Playground Area	2 - Metal	X			X		

* Stated frequency is for 1 May through 30 September. Frequency may be decreased to a weekly basis for other months of the year.

4. ROLL-OFF CONTAINERS (20 AND 40 CUBIC YARD) USED TO COLLECT BULKY ITEMS (REFUSE) AND RECYCLABLE SOLID WASTES (METAL)

<u>Location</u> <u>(Bldg. No.)</u>	<u>Size</u>	<u>Type Of Waste</u>	<u>Frequency</u>					
			<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>
Pier D	40-CY	Refuse	X	X	X	X	X	X
Pier D	20-CY	Metal			X			
398	40-CY	Refuse		X				X
567	40-CY	Refuse	X		X			X
1142	40-CY	Refuse	X				X	
9	20-CY	Metal			On Call			
45	20-CY	Refuse			On Call			
116	40-CY	Metal	First Wed of Ea Month					

Location (Bldg. No.)	Size	Type Of Waste	Frequency						
			M	T	W	TH	F	S	
248	40-CY	Refuse	On	Call					
513	40-CY	Refuse	On	Call					
721	40-CY	Metal	On	Call					
809	20-CY	Refuse	Every	other	Monday				

5. COMPACTOR CONTAINERS (30 AND 40 CUBIC YARD)

Location (Bldg. No.)	Size	Frequency						
		M	T	W	TH	F	S	
134 - Commissary	40-CY	X				X		
312 - Exchange	30-CY		X				X	
488 - SIMA	40-CY				X			

ATTACHMENT J-C6

HEAT TREATMENT OF FOREIGN PORT ORIGIN GARBAGE

Foreign port origin garbage shall be heat treated in accordance with the procedures specified below and in the "COLLECTION REQUIREMENTS" clause, Section C.

1. All garbage will be kept on board the ship in covered, leak-proof, Government owned containers located inside the rails until removal has been approved by the local Plant Protection and Quarantine (PPQ) office of the U. S. Department of Agriculture (USDA).
2. Ships' personnel will transfer the garbage, using leak-proof containers, to steam cooker containers provided by and placed on the pier by the Contractor. The cooker containers shall not be filled more than 2/3 full.
3. The Contractor shall then sterilize the garbage by covering with water and applying steam to elevate and hold the container contents at a minimum temperature of 212 degrees Fahrenheit (100 degrees Celsius) for a minimum time of 30 minutes. The sterilization period shall continue for whatever period is directed by the USDA inspector. After completion of sterilization, the treated garbage shall be disposed of by the Contractor.
4. Any spillage or contamination during any phase of the operation shall require cleaning and disinfecting. Ships personnel will disinfect any spillage which occurs between the ship and the cooker containers; the Contractor shall disinfect any spillage which occurs after ships' disposal into the cooker containers. Approved disinfectants are:
 - a. Four percent (4%) solution of sodium carbonate (soda ash)
 - (1) 5.33 ounces per gallon of water
 - (2) One pound per five gallons of water
 - b. Two percent (2%) sodium hydroxide (lye) solution
 - (1) Thirteen ounces per five gallons of water
 - (2) One pound per six gallons of water

ATTACHMENT J-C7

CONTAINER CLEANING FREQUENCY

!*****
NOTE TO SPECIFICATION WRITER: The following frequencies are recommended.
Revise as appropriate.
*****!

Containers shall be cleaned at the frequencies specified below and in accordance with the "SANITATION REQUIREMENTS" clause, Section C.

1. Foreign port origin garbage containers shall be cleaned after each collection.
2. All food services containers (special liquid bottom containers) shall be cleaned weekly. All remaining containers eight cubic yards (CY) or less, and all small refuse containers (55 gallons or less), shall be cleaned quarterly.
3. The 40-CY compactor container located at the Commissary, Building No. 134, shall be cleaned after each collection. Remaining compactor containers shall be cleaned quarterly. Compactor units shall be cleaned concurrently with cleaning of compactor containers.
4. Twenty-CY and 40-CY roll-off containers shall be cleaned semiannually.

ATTACHMENT J-E1

PERFORMANCE REQUIREMENTS SUMMARY TABLE

!*****
NOTE TO SPECIFICATION WRITER: A PRS table is included in this attachment as required by the NAVFAC P-68, *Contracting Manual*. See paragraph III.E of the User's Guide for additional information.
*****!

The purpose of this attachment is to:

- a. List the contract requirements and work requirements considered most critical to satisfactory contract performance (See PRS Column 1).
- b. Summarize the standards of performance in the specification for each specified work requirement (See PRS Column 2).
- c. Provide maximum allowable defect rates (MADRs) for each work requirement (See PRS Column 3). The MADR is the defect rate in a population of services above which the Contractor's quality control is considered unsatisfactory. The MADR does not represent a threshold above which payment deductions are taken. Deductions are taken for all defects (with credit for rework to the extent appropriate) irrespective of whether the MADR was exceeded or not.
- d. Specify the percentage (weight) of contract requirement attributable to each listed work requirement (See PRS Column 4).

!*****
NOTE TO SPECIFICATION WRITER: The percentages in the WEIGHT column are used in conjunction with the Schedule of Deductions to calculate payment deductions for partially performed work. Example payment deduction calculations are shown in each of the sample quality assurance plans in the Quality Assurance Guide of this GPWS. The user should verify that the percentages shown are representative of the activity's requirements, and modify as required. The MADRs shown are suggested rates only.
*****!

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
------------------------------------	---	--	----------------------

1. CONTRACT REQUIREMENT: COLLECTION AND DISPOSAL OF
GENERAL HOUSEHOLD SOLID WASTE

A. Timely Collection	Work completed when scheduled [(paragraph C.8.a(3))]	5%	10% Items 1.a and 1.c Schedule of Deductions
B. Waste Collected*	All solid waste collected and disposed of (paragraphs C.8.1, C.8.b, and C.9.a)	3%	80% Items 1.a and 1.c Schedule of Deductions
C. Collection Area Clean	All spillage cleaned up [paragraph C.8.a(5)]	5%	10% Items 1.a and 1.c Schedule of Deductions

2. CONTRACT REQUIREMENT: COLLECTION AND DISPOSAL OF
RESIDENTIAL BULKY ITEMS

A. Timely Collection	Work completed when scheduled [paragraph C.8.a(3)]	5%	10% Item 1.b Schedule of Deductions
B. Waste Collected*	All solid waste collected and disposed of (paragraphs C.8.a, C.8.b, and C.9.a)	3%	80% Item 1.b Schedule of Deductions
C. Collection Area Clean	All spillage cleaned up [paragraph C.8.a(5)]	5%	10% Item 1.b Schedule of Deductions

3. CONTRACT REQUIREMENT: COLLECTION AND DISPOSAL OF COMMERCIAL
AND INDUSTRIAL SOLID WASTE

A. Timely Collection	Work completed when scheduled for scheduled collections and within !INSERT! hours for on call collections [paragraphs C.8.a(3) and C.8.c(2)(c)]	5%	10% Items 2 and 4 Schedule of Deductions, Contract Line Items 0002AA and 0002AB
B. Waste Collected*	All solid waste collected and disposed of (paragraphs C.8.a, C.8.c, and C.9.a)	3%	80% Items 2 and 4 Schedule of Deductions, Contract Line Items 0002AA and 0002AB

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
C. Collection Area Clean	All spillage cleaned up [paragraph C.8.a(5)]	5%	10% Items 2 and 4 Schedule of Deductions, Contract Line Items 0002AA and 0002AB

4. CONTRACT REQUIREMENT: COLLECTION AND DISPOSAL OF SMALL REFUSE
CONTAINER SOLID WASTE

A. Timely Collection	Work completed when scheduled [paragraph C.8.a(3)]	5%	10% Item 3 Schedule of Deductions
B. Waste Collected*	All solid waste collected and disposed of (paragraphs C.8.a, C.8.c, and C.9.a)	3%	80% Item 3 Schedule of Deductions
C. Collection Area Clean	All spillage cleaned up [paragraph C.8.a(5)]	5%	10% Item 3 Schedule of Deductions

5. CONTRACT REQUIREMENT: COLLECTION AND DISPOSAL OF
RECYCLABLE SOLID WASTE

A. Timely Collection	Work completed when scheduled for scheduled collections, and within !INSERT! hours for on-call collections [paragraphs C.8.a(3) and C.8.c(2)(c)]	10%	10% Item 5 Schedule of Deductions, Contract Line Item 0002AC
B. Waste Collected*	All solid waste collected and disposed of (paragraph C.8.a, C.8.c, and C.9.b)	10%	70% Item 5 Schedule of Deductions, Contract Line Item 0002AC
C. Collection Area Clean	All spillage cleaned up [paragraphs C.8.a(5)]	10%	10% Item 5 Schedule of Deductions, Contract Line Item 0002AC
D. Proper Disposal Forms	Disposal forms properly processed and submitted with monthly invoice (paragraph C.9.b)	10%	10% Item 5 Schedule of Deductions, Contract Line Item 0002AC

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
------------------------------------	---	--	----------------------

6. CONTRACT REQUIREMENT: COLLECTION AND DISPOSAL OF
COMPACTOR CONTAINER SOLID WASTE

A. Timely Collection	Work completed when scheduled [paragraph C.8.a(3)]	5%	10% Item 6 Schedule of Deductions
B. Waste Collected*	All solid waste collected and disposed of (paragraphs C.8.a, C.8.c, and C.9.a)	5%	80% Item 6 Schedule of Deductions
C. Collection Area Clean	All spillage cleaned up [paragraph C.8.a(5)]	5%	10% Item 6 Schedule of Deductions

7. CONTRACT REQUIREMENTS: SANITATION

A. Timely Completion	Work completed as specified in Contractor's approved schedule, and within !INSERT! hours for unscheduled services (Clause C.10 and Attachment J-C7)	5%	20% Item 7 Schedule of Deductions; Contract Line Items 0002AD, 0002AE, and 0002AF
B. Quality of Work*	Containers/vehicles cleaned in accordance with specified standards and using approved procedures (Clause C.10)	5%	80% Item 7 Schedule of Deductions; Contract Line Items 0002AD, 0002AE, and 0002AF

8. CONTRACT REQUIREMENT: PLACEMENT, COLLECTION, AND DISPOSAL
OF CONTAINERS FOR SPECIAL EVENTS

A. Timely Container Placement and Collection	Container(s) provided no later than the time specified in the order, waste collected by time specified in order [paragraph C.8.c(5)]	5%	20% Item 8 Schedule of Deductions, Contract Line Item 0002AJ
B. Waste Collected	All solid waste collected and disposed of at frequency specified in order [paragraphs C.5.a and C.8.c(5)]	5%	70% Item 8 Schedule of Deductions, Contract Line Item 0002AJ

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
C. Collection Area Clean	All spillage cleaned up [paragraph C.8.a(5)]	5%	10% Item 8 Schedule of Deductions, Contract Line Item 0002AJ

9. CONTRACT REQUIREMENT: COLLECTION, HEAT TREATMENT, AND DISPOSAL
DISPOSAL OF FOREIGN PORT ORIGIN GARBAGE

A. Timeliness	Container(s) provided no later than the time specified in the order [paragraph C.8.c(2)(e)]	5%	35% Contract Line Item 0002AG
B. Disposal	Treated garbage properly disposed of (Attachment J-C6 and paragraph C.9.a)	5%	25% Contract Line Item 0002AG
C. Proper Treatment	Treatment as specified (Attachment J-C6)	5%	35% Contract Line Item 0002AG
D. Collection Area Clean	All spillage cleaned up and disinfected (Attachment J-C6)	5%	5% Contract Line Item 0002AG

10. CONTRACT REQUIREMENT: RELOCATION OF CONTAINERS

A. Timely Completion	Relocated within !INSERT! working days of delivery order receipt [paragraph C.8.c(4)]	5%	20% Contract Line Item 0002AH
B. Correct Placement*	Per delivery order instructions [paragraph C.8.c(4)]	5%	80% Contract Line Item 0002AH

* Unsatisfactory performance of this work requirement will result in an
unsatisfactory rating for the entire contract requirement.

ATTACHMENT J-E2

STATISTICALLY EXTRAPOLATED SURVEILLANCE TECHNIQUES

!*****

NOTE TO SPECIFICATION WRITER: This attachment should be included in the specification if random sampling for extrapolated deductions (RSED) will be used as a method of contract surveillance. The user must add to this attachment the "Table of Sample Sizes" for both Normal and Minimum Sampling Levels, and the "Adjustment Factors for Random Sampling" table from the NAVFAC RSED 3.2 implementation guide.

*****!

1. In accordance with the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause, Section E, the Government may apply statistically extrapolated inspection techniques to either assess the Contractor's performance or determine the amount of payment, or both. Random Sampling for Extrapolated Deductions (RSED) is the statistically extrapolated inspection technique which may be used.

a. When RSED is used for surveillance, payment will be adjusted by the percentage of observed nonconforming items (defect rate) prorated across the total population of services for the invoice period. The defect rate is calculated by deducting an adjustment factor taken from the attached table entitled "Adjustment Factors for Random Sampling" from the observed defect rate found in the sample. Credit is given for defects reworked, both within and without the sample, up to the maximum number of defects for which deductions were originally taken. Observed defects external to the sample will not be used as a basis for extrapolation, but will be considered in payment for rework.

$$\text{Defect rate} = \frac{\text{Number of Defects}}{\text{Number of Services Sampled}} - \text{Adjustment Factor}$$

b. The Government reserves the right to start surveillance using RSED at any time during the contract, to discontinue the use of RSED, and to resume the use of RSED without notice to the Contractor. The Government will use the attached tables entitled "Table of Sample Sizes for Normal Sampling Levels" and "Table of Sample Sizes for Minimum Sampling Levels" to determine sample sizes for RSED. The "Table of Sample Sizes for Minimum Sampling Levels" represents the minimum sample sizes the Government will use for extrapolation. The ACO may increase the size of the samples to that of the "Table of Sample Sizes for Normal Sampling Levels" or greater at his or her discretion.

c. The Maximum Allowable Defect Rate (MADR) is defined as the defect rate above which the Contractor's quality control is unsatisfactory. The MADR does not represent a threshold above which payment deductions are taken. Deductions are taken for all defects (with credit for rework to the extent appropriate) irrespective of whether the MADR was exceeded or not. When a defect rate exceeds the MADR, the Contractor will be notified and appropriate administrative actions will be taken in addition to the payment deductions discussed above. The MADR for each performance indicator is shown in the Performance Requirements Summary (PRS) Table in Attachment J-E1.

d. Liquidated damages will be assessed for all observed defects, including those outside the sample. Liquidated damages will not be extrapolated.

!*****
 NOTE TO SPECIFICATION WRITER: The following example **must be** tailored based on the actual performance indicators and weights included in the Performance Requirements Summary Table, Attachment J-E1.
 *****!

2. The following example illustrates the process which will be used to calculate the Contractor's payment when RSED is used for surveillance:

EXAMPLE PAYMENT CALCULATION WHEN RSED IS USED

	<u>TIMELY COMPLETION</u>	<u>WASTE COLLECTED</u>	<u>COLLECTION AREA CLEAN</u>
a. Price for performance indicator	\$ 320.79	\$2,566.32	\$ 320.79
b. Number collections during billing period	3,774	3,774	3,774
c. Price per collection (a/b)	\$.085	\$.68	\$.085
d. Number of calls sampled (as desired by Government)	205	205	205
e. Observed unsatisfactory collects in sample	10	10	14
f. Observed Defect Rate (e/d)	4.88%	4.88%	6.83%
g. Adjustment Factor *	1.00%	1.00%	1.17%
h. Defect Rate (f-g)	3.88%	3.88%	5.66%
i. Number of extrapolated collections (b x h as whole number)	146	146	213
j. Observed unsatisfactory collects outside sample	27	21	39
k. Collects satisfactorily reworked by Contractor (at the Government's option)	N/A	0	0
l. Collects reworked by Gov't or others			
m. Total number of collects to be deducted at Schedule of Deductions Price (i - k - l)	146	129	195
n. Extrapolated Deductions (c x m)	\$ 12.41	\$ 87.72	\$ 16.57
o. Deductions for cost of Gov't rework	\$ 0	\$ 0	\$ 0
p. Liquidated Damages for Contractor rework [10% x c x (e + j - l)] **	\$ 0.31	\$ 2.10	\$ 0.45
q. Liquidated Damages for Government rework (20% x o) **	\$ 0	\$ 0	\$ 0
r. Total payment due (a - n - o - p - q)	\$ 308.07	\$2,476.50	\$ 303.77

* From the attached "Adjustment Factors for Random Sampling" table.

** Calculated in accordance with the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause, Section E.

ATTACHMENT J-G1

INVOICING INSTRUCTIONS

!*****
NOTE TO SPECIFICATION WRITER: A sample invoice format should be included in
this Attachment, in a format similar to the contract line items in Section B. A
well thought out invoice format simplifies verification of the amount billed and
the calculation of payment deductions.
*****!

END OF SECTION J

QUALITY ASSURANCE GUIDE
FOR
SOLID WASTE COLLECTION AND DISPOSAL

QUALITY ASSURANCE GUIDE
SOLID WASTE COLLECTION AND DISPOSAL

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QUALITY ASSURANCE GUIDE
SOLID WASTE COLLECTION AND DISPOSAL

I. INTRODUCTION. Quality assurance (QA) is a program undertaken by the Government to provide some measure of the quality of goods and services purchased from a Contractor. To accomplish this the Government, in this case the naval shore activity contracting for solid waste collection and disposal services, must develop and implement a system that will ensure that the quantity and quality of goods and services received comply with the requirements of the contract. This QA Guide is designed to assist the Facilities Support Contract Manager (FSCM) or other user in setting up the activity's QA program. The user is advised to refer to the NAVFAC manual MO-327, *Facility Support Contract Quality Management Manual* and the NAVFAC *Random Sampling for Extrapolated Deductions (RSED V3.2)* implementation guide for more detailed information on the development and implementation of a QA Program.

A. Overview. This Guide suggests specific methods for monitoring solid waste collection and disposal services and provides sample QA Plans. These sample plans must be tailored concurrently with the tailoring of the GPWS to develop a unique QA program that fits the needs of the activity. The Guide is divided into four parts:

1. The Introduction presents an overview and gives information on Quality Assurance Evaluator (QAE) staffing and training.

2. QA Plan Development discusses special considerations that affect the way in which solid waste collection and disposal services may be monitored and suggests specific evaluation methods for each service included in this GPWS.

3. The Sample QA plans include numerical examples, suggested Evaluation Work Sheets, and where appropriate, sample Monthly Payment Analysis Forms for each service included in this GPWS. The Monthly Payment Analysis Forms illustrate how to use the Performance Requirements Summary (PRS) Table and inspection results to calculate payment deductions. The sample plans provided must be tailored by the user to conform with the tailored PWS.

4. Contractor's Overall Performance Evaluation discusses how to use the QAE's inspection results to make an overall evaluation of Contractor performance, and provides a sample monthly summary report format.

B. QAE Training. Personnel tasked with monitoring the Contractor's performance of solid waste collection and disposal services must be adequately trained in QA methods and procedures in order to effectively implement the activity's QA program.

1. NAVFAC P-68, *Contracting Manual*, requires all individuals assigned QAE duties to attend the QAE training course provided by each of the NAVFAC geographical Engineering Field Divisions (EFDs) within six months of their assignment. If this training has not been received, the activity should take steps to have the QAE(s) attend the next available course and in the meantime should develop a local training program. EFD Code 10/16s should be contacted for QAE training scheduling or assistance.

2. In addition to being intimately familiar with the requirements of the solid waste collection and disposal specification, QAEs must also

familiarize themselves with the procedures which will be used to order on-call work, how customer complaints will be handled, etc.

C. QAE Staffing. Obviously the most well developed QA program will not be effective if QAE staffing is inadequate. Ideally QAE staffing should be based on a pre-determined number of contract inspections (QA plans) and related work requirements rather than on the availability of QAEs. Once adequate QA plans have been developed, determining accurate QAE staffing levels to implement the plans is a relatively simple task involving an analysis of each plan's requirements. This analysis involves determining the average time needed to complete each of the inspections required (sample size or quantity of work) by each plan including travel time requirements, time required to prepare monthly reports and perform other administrative duties, time to perform any non-surveillance duties, etc. The NAVFAC EFDS have experience in conducting these staffing analyses and should be contacted if assistance is needed.

II. QUALITY ASSURANCE PLAN DEVELOPMENT. Ideally, QA plan development should be accomplished concurrently with development of the PWS, and viewed as a single process. The two are closely interrelated since one (the PWS) defines required work outputs and quality standards while the other defines how work outputs will be observed and measured. Many of the inspection problems which tend to turn up after contract award can be avoided by careful up-front coordination between the specification and QA plan writers. Chapters 4 and 6 of NAVFAC MO-327 discuss methods of surveillance, inspection documentation, development of QAE schedules, and other issues related to the development of QA plans. The following discussion provides information relating specifically to surveillance of solid waste collection and disposal services.

A. Functional Considerations. Solid waste collection and disposal monitoring poses several unique requirements for the QAE. The following considerations are offered for the user's information.

1. Magnitude of Work. Because of the magnitude of the solid waste collection and disposal function, it is likely that QAEs can use additional help to monitor Contractor performance. It is logical that the closest observers of the Contractor's work are the residents of family housing and customer activities. For this reason, coordination with the housing office and customer activities is essential so that the concept of customer complaints can be introduced to family housing residents and customers. Validated customer complaints can be used by the QAE as an indicator of Contractor performance and to help target unscheduled inspections to specific problem areas. As complaints increase, the QAE can recommend to the FSCM if corrective measures need to be taken.

2. Rework. The Contractor is required to reperform all work that has been identified as being unsatisfactory or not performed, **if** the Government so chooses the option of allowing rework.

a. Timeliness. It is reasonable to afford the Contractor the opportunity to correct a discrepancy provided the time of correction does not approach the time the service was to be performed again. As an example, containers are scheduled to be emptied daily, late in the afternoon, and one morning a customer reports to the QAE that his container has not been emptied. The Contractor is notified by the QAE. The Contractor's crew does not arrive until 3:30 PM that afternoon. In this example, the Contractor has not actually corrected the discrepancy, but rather delayed it until it was time to reperform

the same service. This function requires rework responsiveness separate from regular service, i.e., the Contractor must have the capability to perform the missed service before the same service is scheduled to be performed again. Additionally, if the Contractor is to be allowed the opportunity to correct daily services, a specific time limit is imposed for responsiveness in accordance with the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause, Section E.

b. Reporting. The Contractor is notified of a complaint by copy of the QAE's Evaluation Work Sheet or customer complaint form, examples of which are provided with the example QA plans and in NAVFAC MO-327. If due to location constraints, i.e., the Contractor's representative is not nearby, notification can be made by phone and documented, but this is not, in general, recommended. The Contractor's representative should be accessible to the QAE and the ACO or his designated representative within a reasonable period of time.

(1) A method to handle customer complaints must be established. One approach is to require all residents and customers to call in discrepancies to the QAE when a scheduled pickup of solid waste is not made. The Contractor's representative is then asked to pick up a copy of the complaints and dispatch rework crews. The work is considered corrected when validated by the QAE as corrected.

(2) Discrepancies noted by the QAE are a different matter. To begin with, the QAE will most likely be performing contract surveillance during most of the day and cannot stop to call the Contractor every time he finds something wrong. In some cases that same work is supposed to be performed again the next day. Contractor notification of discrepancies is not always feasible, and when feasible, may severely limit the QAE's available time. Therefore, it is recommended that the QAE inform the Contractor only of missed collections. These items will be reinspected by the QAE. All other routine items will be brought to the Contractor's attention at the end of the work day and will remain as discrepancies. The important point is that the Government has the option of allowing the Contractor to correct unsatisfactory or nonperformed work.

3. Solid Waste Disposal. There is no formal QA plan for solid waste disposal services. Other than the QAE actually following the Contractor's vehicle to the disposal site, there is not much in the form of inspection that can be performed on the disposal function; and this is not an efficient use of QAE resources. Therefore, it is recommended that the QAE check on this function by examining the weight tickets submitted with the Contractor's monthly invoice.

B. Selection of Methods of Surveillance. Chapter 4 of NAVFAC MO-327 provides a general discussion of the five methods of surveillance available and the factors which influence which method(s) should be selected for use. The factors influencing the selection of a method of surveillance for a given service include the number (population) of items to be inspected; the importance, characteristics, and location of the service; and the availability of QAE resources. Specific factors which influence the selection of evaluation methods for solid waste collection and disposal services are discussed below for each method of surveillance.

1. One Hundred Percent Inspection. One hundred percent inspection is generally used for those services which are considered very important, those which have relatively small monthly populations, and those included in the

indefinite quantity portion of the contract. One hundred percent inspection is recommended for the inspection of the following services included in this GPWS.

a. Indefinite Quantity Work. Generally, NAVFAC policy requires that every delivery order for indefinite quantity work be inspected and certified as being satisfactorily completed. Therefore, 100% inspection is recommended for all indefinite quantity work items. This includes on-call collection of commercial and industrial bulky and recyclable solid waste; nonscheduled container cleanings; collection and heat treatment of foreign port origin garbage; relocation of containers; and unscheduled collection of solid waste for special events.

b. Small Population Services. Some solid waste collection services typically have relatively small populations, making them ideally suited for 100% inspection. These include scheduled collection and disposal of recyclable solid waste, scheduled collection of compactor container solid waste, and scheduled collection of solid waste from special events.

2. Random Sampling. Surveillance based on random sampling evaluates a portion of the work, accurately estimating Contractor performance through the use of statistical theory. Random sampling is most useful on large homogeneous populations where 100% inspection is not required or feasible. Also, if appropriate provisions are included in the specification and the random sampling is properly conducted, the percentage of defective work items found in the sample (less a small adjustment for inaccuracies) may be extrapolated and deducted from the Contractor's payment invoice. Details on the use of random sampling for extrapolated deductions (RSED) may be found in the NAVFAC RSED (V3.2) implementation guide. Random sampling is recommended for the inspection of the collection and disposal of general household and small refuse container solid waste.

a. General Household Solid Wastes. The large population of general household waste collections in family housing at the typical activity makes it ideally suited for random sampling. Sample QA Plan #1 for these services may be used with or without extrapolated deductions, although a sample Monthly Payment Analysis form is included for random sampling with extrapolated deductions. Planned sampling or 100% inspection should be used at activities where the number of collections is too small to make random sampling practical.

b. Small Refuse Container Solid Waste Collection and Disposal. Sample QA plan #1 also includes the inspection of collection and disposal of wastes from small refuse containers, since this service shares the same performance indicators as collection and disposal of general household wastes in the PRS table. Note that sample selection and evaluation and analysis of the Contractor's performance must be performed independently for each of these two services. Although they are included in the same QA plan, they remain separate and distinct services, each with a different line item in the Schedule of Deductions. As an alternate, the user may include inspection of this service in a separate QA plan, and/or change the method of surveillance to planned sampling or 100% inspection if the number of services per month is small.

3. Planned Sampling. Planned sampling is similar to random sampling in that it is based on evaluating a portion of the work as the basis for evaluating the Contractor's performance. Samples are selected based on a subjective rationale and the sample size is arbitrarily determined. Planned sampling is

useful when population sizes are not large enough or homogeneous enough to make random sampling practical.

a. Residential Bulky Items and Sanitation Requirements. Planned sampling is the recommended method of surveillance for the inspection of these services, since their populations are generally small.

b. Commercial and Industrial Solid Waste. Planned sampling is the recommended method of surveillance for this service **if** the population of collections is relatively small. Random sampling would be preferred if the population of collections is large, although RSED could be used **only** if independent samples are inspected for each different sized container specified in the Schedule of Deductions. For example, collections from two, four, six, and eight cubic yard (CY) containers **could be** included in the same random sample if RSED was used, although payment deductions would have to be calculated separately for each container size since there are different unit prices for each of these items in the Schedule of Deductions. RSED **could not** be used in this example because, with different unit prices in the Schedule of Deductions, it would be impossible to calculate the amount of payment deductions.

4. Unscheduled Inspections. An unscheduled inspection is what the name implies. Since it does not provide any measure of the Contractor's performance it should be used only to support other methods and never as a primary method of surveillance.

5. Validated Customer Complaints. This method is very appropriate as a supportive method of surveillance for residential and commercial and industrial solid waste collection and disposal services. See paragraph II.A.1 of this QA Guide.

C. Performance Requirements Summary. As discussed previously in the User's Guide (paragraph III.E), the PRS table will be used primarily by the ACO in conjunction with the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES", "ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK", and "SCHEDULE OF DEDUCTIONS" clauses, in making payment deductions for unsatisfactory performance or nonperformance of contract requirements. The table is also very useful in the preparation of QA plans since it summarizes the work requirements, standards of performance, and maximum allowable defect rates (MADRs) for each contract requirement. A sample PRS table, which reflects the contract requirements and work requirements of this GPWS, is provided in Attachment J-E1. Of course they must be modified to reflect the requirements of the tailored PWS. NAVFAC MO-327 and the NAVFAC RSED (V3.2) implementation guide provide guidance on the development of PRS tables, and should be referred to by the user.

1. MADRs are defect rates above which the Contractor's quality control is considered unsatisfactory for any particular work requirement. The MADR selected for any particular work requirement should reflect both the expected population of services and the requirement's importance. For example, the main purpose of the collection and disposal of commercial and industrial waste service is to have the waste actually collected. Collection area cleanliness, on the other hand, is not as important. Therefore, it would not be inappropriate to make the MADR for the waste collected work requirement smaller than the MADR for the collection area clean work requirement. Note that MADRs do not affect sample sizes or the method of calculating payment deductions in

any way. Suggested values are included in Attachment J-E1; however, these must be tailored by the user.

2. In the "WEIGHT" column the price of each work requirement is specified as a percentage of the price of the contract requirement with which it is associated. Careful consideration must be given to objectively assigning these percentages since they will be used in making payment deductions. Values for timeliness work requirements will be the most difficult to determine since they are by nature subjective. The percentages suggested in Attachment J-E1 should be carefully reviewed and tailored by the user.

III. SAMPLE QUALITY ASSURANCE PLANS. There are eight sample QA plans provided in this GPWS. They are:

- QA Plan #1 - Collection of General Household and Small Refuse Container Solid Waste
- QA Plan #2 - Collection of Commercial and Industrial Solid Waste, Residential Bulky Items, and Residential Area Collection Stations
- QA Plan #3 - Collection and Disposal of Recyclable Solid Waste
- QA Plan #4 - Collection of Compactor Container Solid Waste
- QA Plan #5 - Sanitation
- QA Plan #6 - Collection and Disposal of Solid Waste for Special Events
- QA Plan #7 - Collection and Heat Treatment of Foreign Port Origin Garbage
- QA Plan #8 - Relocation of Containers

A. Of course, each sample QA plan must be tailored to reflect changes made by the user to Section C of the GPWS and the PRS table, and changes in methods of surveillance, Evaluation Work Sheets, etc. For example, if the activity is using 20-CY roll-off or compactor containers vice 30-CY or 40-CY containers, or if compactor containers are emptied on an on-call vice a scheduled basis, then QA Plan #4 will need to be revised accordingly.

B. Tailored QA plans should be self contained documents written in sufficient detail to preclude extensive reference to other documents or manuals. Tailored plans should contain samples of all Evaluation Work Sheets, summary reports, and other forms which will be used for documenting Contractor performance. Sample selection, evaluation, analysis of results, and other procedures should be as detailed as possible.

C. Sample size determinations, sampling procedures, and payment analysis calculations in the sample QA plans are based on manual methods. The user should be aware that numerous computerized methods of performing these functions have been developed which greatly reduce the time and number of manual calculations required, especially when random sampling is selected as the method of surveillance. One such computer program recently developed by NAVFAC will determine the sample size required for a given population of services to be randomly sampled, select the appropriate number of random numbers within a given range, perform payment calculations based on inspection results, and perform random sampling confidence calculations. Interested users should contact their geographical EFD for copies of this and other programs which may be available.

QUALITY ASSURANCE PLAN #1
COLLECTION AND DISPOSAL OF GENERAL HOUSEHOLD AND
SMALL REFUSE CONTAINER SOLID WASTE

1. Contract Requirements. Collection and Disposal of General Household and Small Refuse Container Solid Waste

Work Requirements

Standards of Performance

- | | |
|--------------------------|--|
| a. Timely Collection | Work completed when scheduled [paragraph C.8.a(3)] |
| b. Waste Collected | All solid waste collected and disposed of (paragraphs C.8.a, C.8.b, and C.9.a) |
| c. Collection Area Clean | All spillage cleaned up [paragraph C.8.a(5)] |

2. Primary Method of Surveillance. Random sampling !CHOOSE EITHER "WITH" OR "WITHOUT"! extrapolated deductions supported by unscheduled inspections and validated customer complaints.

3. Maximum Allowable Defect Rate (MADR)

- | | |
|--------------------------|----|
| a. Timely Collection | 5% |
| b. Waste Collected | 3% |
| c. Collection Area Clean | 5% |

4. Quantity of Work. The actual quantity of work per month will vary depending on the number of collections to be performed during the month. For example, in May, there will be 3774 collections of general household wastes and 686 collections of small refuse containers.

5. Level of Surveillance. The normal level of surveillance will be used at the start of the contract. The minimum level may be used if the observed defect rate (ODR) for each work requirement is less than its corresponding MADR for two consecutive months, and if approved by the ACO. If at the minimum level the ODR for any work requirement exceeds the MADR for one month, consider returning to the normal level.

6. Sample Size. For each contract requirement, determine the sample size based on the level of surveillance and the quantity of work for the evaluation period. Sample sizes may be obtained from Tables A-1 and B-1 of the RSED Implementation Guide. For example, using the quantities of work in paragraph 4 above (3774 and 686), the sample sizes would be as follows:

	<u>3774</u>	<u>686</u>
Normal Sampling	205	165
Minimum Sampling	65*	60*

* Based on an average of 3774 and 686 services per month for a 12-month contract term.

7. Sampling Procedures. Prior to the beginning of the evaluation period, the QAE will randomly select the appropriate number of samples based on the level of surveillance which will be used. Two hundred five random numbers in the range

between 1 and 3774, and 165 random numbers in the range between 1 and 686, would be chosen for the previous example using the table of random numbers in NAVFAC MO-327 or by use of a calculator or computer which has the capacity to generate random numbers. In order to determine to which specific collections the randomly selected numbers correspond, a number matrix may be used which assigns a specific number to each collection to be performed during the evaluation period. As the date and location of each collection is taken from the matrix, it will be recorded on the QAE's inspection schedule for the evaluation period.

8. Evaluation Procedures. As soon as possible after the scheduled collection time, the QAE will make an on-site visit and evaluate each of the work requirements listed in paragraph 1 as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. A separate EVALUATION WORK SHEET will be filled out for each contract requirement. A brief description of any noted defects will be provided and rework information will be recorded, if appropriate. In almost all instances where waste collected is graded unsatisfactory, timely collection and collection area clean will also be considered unsatisfactory. Visiting the site as soon as possible after the scheduled collection time is very important for valid evaluation of the work requirements.

a. Unscheduled Inspections. Unscheduled inspections may be conducted where performance problems have been noted in the past. They should be documented on a separate EVALUATION WORK SHEET from that used for random sampling.

b. Customer Complaints. The QAE will validate each customer complaint received on the standard customer complaint form. Site visits will be required to validate complaints.

c. Rework. Rework will normally be allowed when practical, and must be completed by the Contractor within !INSERT! hours of notification. Therefore, each collection site marked for rework must be reinspected by the QAE to see if the work was satisfactorily completed, and appropriate notations completed on the EVALUATION WORK SHEET.

9. Analysis of Results. The QAE will summarize the results of the month's inspections and calculate ODRs and recommended payment deductions on a MONTHLY PAYMENT ANALYSIS FORM. Note that a separate form will be required for each contract requirement. An example MONTHLY PAYMENT ANALYSIS FORM for general household solid waste is attached.

a. If the ODR for a work requirement is less than the MADR, the Contractor's overall performance of that requirement is satisfactory for the month. If the ODR is less than ½ of the MADR, the QAE should recommend to the FSCM to notify the Contractor that performance is excellent and to keep up the good work. Consider whether or not minimum surveillance should be used for the coming evaluation period. Payment deductions will be made for all documented defects, as calculated on the MONTHLY PAYMENT ANALYSIS FORM.

b. If the ODR for a work requirement is greater than or equal to the MADR, the Contractor's overall performance of that requirement is unsatisfactory, and the QAE should recommend to the FSCM that a CDR be issued to the Contractor or that stronger action be taken. Retain or return to the normal level of surveillance during the coming evaluation period. Payment deductions will be made as calculated on the MONTHLY PAYMENT ANALYSIS FORM.

EVALUATION WORK SHEET
COLLECTION/DISPOSAL OF GENERAL HOUSEHOLD AND
SMALL REFUSE CONTAINER SOLID WASTE

CONTRACT REQUIREMENT: _____

DATE/TIME	LOCATION	RANDOM NUMBER	WORK REQUIREMENTS			REWORK ORDERED DATE/TIME	REWORK COMPLETED DATE/TIME	REMARKS
			TIMELY COLLECTION	WASTE COLLECTED	COLLECTION AREA CLEAN			

 CONTRACTOR'S SIGNATURE/DATE

 QAE'S SIGNATURE/DATE

**MONTHLY PAYMENT ANALYSIS FORM (WITH EXTRAPOLATED DEDUCTIONS)
COLLECTION/DISPOSAL OF GENERAL HOUSEHOLD AND
SMALL REFUSE CONTAINER SOLID WASTE**

CONTRACT REQUIREMENT: GENERAL HOUSEHOLD WASTE

SUMMARY FOR THE PERIOD <u>1 MAY 1991 - 31 MAY 1991</u>	TIMELY COLLECTION	WASTE COLLECTED	COLLECTION AREA CLEAN
a. Relative Value of Services (from PRS Table)	<u>10%</u>	<u>80%</u>	<u>10%</u>
b. Price per Service (Schedule of Deductions, Item 1.a)	<u>\$.085</u>	<u>\$.68</u>	<u>\$.085</u>
c. Population	<u>3,774</u>	<u>3,774</u>	<u>3,774</u>
d. Total Price of Contract Requirement (b x c)	<u>\$ 320.79</u>	<u>\$ 2,566.32</u>	<u>\$ 320.79</u>
e. Number of Services Sampled (Normal)	<u>205</u>	<u>205</u>	<u>205</u>
f. Number in Sample Defective	<u>10</u>	<u>10</u>	<u>10</u>
g. Observed Defect Rate (f ÷ e)	<u>4.88%</u>	<u>4.88%</u>	<u>4.88%</u>
h. Adjustment Factor (from Table D-1)	<u>1.00%</u>	<u>1.00%</u>	<u>1.17%</u>
i. Deductible Defect Rate (g - h)	<u>3.88%</u>	<u>3.88%</u>	<u>5.66%</u>
j. Extrapolated Defects (c x i as whole number)	<u>146</u>	<u>146</u>	<u>213</u>
k. Defects Observed Outside Sample	<u>27</u>	<u>21</u>	<u>39</u>
l. Number of Services Reworked by Contractor	<u>0</u>	<u>17</u>	<u>18</u>
m. Number of Services Reworked by Government or Others	<u>0</u>	<u>0</u>	<u>0</u>
n. Net Services Deducted at Schedule Price (j - l - m)	<u>146</u>	<u>129</u>	<u>195</u>
o. Extrapolated Deductions (b x n)	<u>\$ 12.41</u>	<u>\$ 87.72</u>	<u>\$ 16.57</u>
p. Deduct Government Rework Actual Cost or at Schedule Price (b x m)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
q. LDs Government Rework (.2 x p)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
r. LDs on All Other Defects [.1 x b x (f + k - m)]	<u>\$.31</u>	<u>\$ 2.10</u>	<u>\$.45</u>
s. Other Adjustments ("-" indicates deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
t. Total Deductions (o + p + q + r + s)	<u>\$ 12.72</u>	<u>\$ 89.82</u>	<u>\$ 7.02</u>

TOTAL PAYMENT DEDUCTIONS = \$ 119.56

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #2
COLLECTION AND DISPOSAL OF COMMERCIAL AND INDUSTRIAL SOLID WASTE,
RESIDENTIAL BULKY ITEMS, AND RESIDENTIAL AREA COLLECTION STATIONS

1. Contract Requirements. Collection and Disposal of Commercial and Industrial Solid Waste, Residential Bulky Items, and Residential Area Collection Stations

Work Requirements

Standards of Performance

- | | |
|--------------------------|---|
| a. Timely Collection | Work completed when scheduled [paragraph C.8.a(3)] |
| b. Waste Collected | All solid waste collected and disposed of (paragraphs C.8.a, C.8.b, C.8.c, and C.9.a) |
| c. Collection Area Clean | All spillage cleaned up [paragraph C.8.a(5)] |

2. Primary Method of Surveillance

- a. Scheduled Services. Planned sampling supported by unscheduled inspections and validated customer complaints.
- b. Indefinite Quantity Work. One hundred percent inspection of on-call collections of bulky items.

3. Maximum Allowable Defect Rate (MADR)

- | | |
|--------------------------|----|
| a. Timely Collection | 5% |
| b. Waste Collected | 3% |
| c. Collection Area Clean | 5% |

4. Quantity of Work

a. Scheduled Services. The actual quantity of work per month will vary depending on the number of scheduled collections to be performed during the month. For example, in May, there will be 10 collections of 2-CY containers, 13 collections of 4-CY containers, 15 collections of 6-CY containers, 504 collections of 8-CY containers (including 52 collections from residential containers), eight collections of 20-CY containers, and 57 collections of 40-CY containers. Therefore, the total population for the commercial and industrial/residential area collection contract requirements in May is 607. Also in May, there exists the possibility of having 1756 collections of residential bulky items if waste is deposited at each collection site on each collection date.

b. Indefinite Quantity Work. The total number of on-call collections of bulky items ordered for completion during the monthly evaluation period.

5. Level of Surveillance

a. Scheduled Services. For scheduled services, the normal level of surveillance will be used initially for the contract. Go to increased surveillance if the ODR for either waste collected or timely collection exceed their MADR during any given month. If only the ODR for collection area clean exceeds the MADR, consider increasing the level of surveillance for that work

requirement only. Go to reduced surveillance if the ODRs for all three work requirements are less than ½ the MADR for two consecutive months.

b. Indefinite Quantity Work. Not applicable

6. Sample Size

a. Scheduled Services

Reduced Level - 10% of the scheduled collections
Normal Level - 25% of the scheduled collections
Increased Level - 50% of the scheduled collections

b. Indefinite Quantity Work. Not applicable

7. Sampling Procedures. Prior to the evaluation period, the QAE will choose the appropriate number of samples for each of the scheduled contract requirements based on the level of surveillance which will be used. Two separate samples will be chosen on an arbitrary basis, one for the commercial and industrial/residential area collection contract requirements, and one for the residential bulky items contract requirement.

8. Evaluation Procedures. During the evaluation period, the QAE will visit and inspect each selected service as soon after the work is scheduled to be performed as possible in order to insure the evaluation is not biased by changed conditions. Work requirements will be graded as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. In most all instances where waste collected is graded unsatisfactory, timely completion will also be considered unsatisfactory.

a. In recording inspection results for scheduled services, use separate EVALUATION WORK SHEETS for each of the two samples selected.

(1) Unscheduled Inspections. Unscheduled inspections may be conducted where performance problems have been noted in the past. They should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

(2) Customer Complaints. The QAE will validate each customer complaint received on the standard customer complaint form. Site visits will normally be required to validate complaints.

(3) Rework. Rework will normally be allowed when practical, and must be completed by the Contractor within six hours of notification in the case of daily services, and within 24 hours of notification in the case of all other services. Therefore, each service marked for rework must be reinspected by the QAE to see if the work was satisfactorily completed, and appropriate notations completed on the EVALUATION WORK SHEET.

b. In recording inspection results for unscheduled services, use separate EVALUATION WORK SHEETS than those used for scheduled services. Rework will normally be required. Record all appropriate rework information on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections and calculate ODRs and recommended payment deductions for each work requirement for each of the contract requirements.

a. Scheduled Services

(1) Payment deductions will be calculated on a MONTHLY PAYMENT ANALYSIS FORM. A separate form will be filled out for each of the fixed-price contract requirements and for each size container since there are separate prices for each of these in the Schedule of Deductions. For example, if scheduled commercial and industrial collections were made from 2-CY, 4-CY, 6-CY, and 8-CY containers during the month, four MONTHLY PAYMENT ANALYSIS FORMs will be filled out for that contract requirement. An example MONTHLY PAYMENT ANALYSIS FORM for commercial and industrial waste collection (8-CY containers) is attached.

(2) ODRs will be calculated for each work requirement for the overall performance of the commercial and industrial/residential area collection contract requirements and the residential bulky items contract requirement by combining the inspection results from all EVALUATION WORK SHEETS, and using the formula shown below. This means that six ODRs will be calculated each month.

$$\text{ODR} = \frac{\text{Total Number of Defects Observed in Sample}}{\text{Number of Collections Sampled}}$$

(a) If the ODR for a work requirement is less than the MADR, the Contractor's overall performance of that requirement is satisfactory for the month. If the ODR is less than $\frac{1}{2}$ of the MADR, the QAE should recommend to the FSCM to notify the Contractor that performance is excellent and to keep up the good work. Consider whether or not minimum surveillance should be used for the coming evaluation period, if applicable.

(b) If the ODR for a work requirement is greater than the MADR, the Contractor's overall performance of that requirement is unsatisfactory, and the QAE should recommend to the FSCM that a CDR be issued to the Contractor or that stronger action be taken. Increased surveillance should be used for the coming evaluation period, if applicable (see paragraph 5 above).

b. Unscheduled Services

(1) Payment deductions will be calculated based on the weights set out in the PRS table and the unit prices in the Schedule of Indefinite Quantity Work, and deducted from the corresponding indefinite quantity delivery order(s) invoiced by the Contractor.

(2) ODRs will be calculated for each work requirement for the overall performance of unscheduled collections by combining the inspection results from all EVALUATION WORK SHEETS and using the following formula:

$$\text{ODR} = \frac{\text{Total Number of Defects Observed}}{\text{Number of Collections}}$$

(a) If the ODR for a work requirement is less than the MADR, the Contractor's overall performance of that requirement is satisfactory for the month. If the ODR is less than $\frac{1}{2}$ of the MADR, the QAE should recommend to the FSCM to notify the Contractor that performance is excellent and to keep up the good work.

(b) If the ODR for a work requirement is greater than the MADR, the Contractor's overall performance of that requirement is unsatisfactory, and the QAE should recommend to the FSCM that a CDR be issued to the Contractor or that stronger action be taken.

EVALUATION WORK SHEET
COLLECTION/DISPOSAL OF COMMERCIAL AND INDUSTRIAL SOLID WASTE,
RESIDENTIAL BULKY ITEMS, AND RESIDENTIAL AREA COLLECTION STATIONS

CONTRACT REQUIREMENT:_____

DATE/TIME	CONTAINER SIZE AND LOCATION	WORK REQUIREMENTS			REWORK ORDERED DATE/TIME	REWORK COMPLETED DATE/TIME	REMARKS
		TIMELY COLLECTION	WASTE COLLECTED	COLLECTION AREA CLEAN			

CONTRACTOR'S SIGNATURE/DATE

QAE'S SIGNATURE/DATE

MONTHLY PAYMENT ANALYSIS FORM
COLLECTION/DISPOSAL OF COMMERCIAL AND INDUSTRIAL SOLID WASTE,
RESIDENTIAL BULKY ITEMS, AND RESIDENTIAL AREA COLLECTION STATIONS

CONTRACT REQUIREMENT: 8-CY CONTAINERS

	SUMMARY FOR THE PERIOD <u>1 MAY 1991 - 31 MAY 1991</u>	TIMELY <u>COLLECTION</u>	WASTE <u>COLLECTED</u>	COLLECTION <u>AREA CLEAN</u>
a. Relative Value of Services (from PRS Table)		<u>10%</u>	<u>80%</u>	<u>10%</u>
b. Price per Service (from Schedule of Deductions, Item 2.d)		\$ <u>.64</u>	\$ <u>5.11</u>	\$ <u>.64</u>
c. Population		<u>452</u>	<u>452</u>	<u>452</u>
d. Total Price of Contract Requirement (b X c)		\$ <u>289.28</u>	\$ <u>2,309.72</u>	\$ <u>289.28</u>
e. Number in Sample Defective		<u>8</u>	<u>7</u>	<u>21</u>
f. Defects Observed Outside Sample		<u>3</u>	<u>2</u>	<u>13</u>
g. Total Observed Defects (e + f)		<u>11</u>	<u>9</u>	<u>34</u>
h. Number of Services Reworked by Contractor		<u>0</u>	<u>3</u>	<u>5</u>
i. Number of Services Reworked by Government or Others		<u>0</u>	<u>0</u>	<u>0</u>
j. Net Services Deducted at Schedule Price (g - h - i)		<u>11</u>	<u>6</u>	<u>29</u>
k. Net Amount to Deduct (b x j)		\$ <u>7.04</u>	\$ <u>30.66</u>	\$ <u>18.56</u>
l. Deduct Government Rework Actual Cost or at Schedule Price (b x i)		\$ <u>0</u>	\$ <u>0</u>	\$ <u>0</u>
m. LDs Government Rework (.2 x l)		\$ <u>0</u>	\$ <u>0</u>	\$ <u>0</u>
n. LDs on All Other Defects [.1 x b x (g - i)]		\$ <u>.70</u>	\$ <u>4.59</u>	\$ <u>2.17</u>
o. Other Adjustments ("-" indicates deduction)		\$ <u>0</u>	\$ <u>0</u>	\$ <u>0</u>
p. Total Deductions (k + l + m + n + o)		\$ <u>7.74</u>	\$ <u>35.25</u>	\$ <u>20.73</u>

TOTAL PAYMENT DEDUCTIONS = \$ 63.72

 AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #3
COLLECTION AND DISPOSAL OF RECYCLABLE SOLID WASTE

1. Contract Requirement. Scheduled and On-Call Collection and Disposal of Recyclable Solid Waste

Work Requirements

Standards of Performance

- | | |
|--------------------------|--|
| a. Timely Collection | Work completed when scheduled for scheduled collections, and within !INSERT! hours for on-call collections [paragraphs C.8.a(3) and C.8.c(2)(c)] |
| b. Waste Collected | All solid waste collected and disposed of (paragraphs C.8.a, C.8.c, and C.9.b) |
| c. Collection Area Clean | All spillage cleaned up [paragraph C.8.a(5)] |
| d. Proper Disposal Forms | Disposal forms properly processed and submitted with monthly invoice (paragraph C.9.b) |

2. Primary Method of Surveillance. One hundred percent inspection

3. Maximum Allowable Defect Rate (MADR)

- | | |
|--------------------------|-----|
| a. Timely Collection | 10% |
| b. Waste Collected | 10% |
| c. Collection Area Clean | 10% |
| d. Proper Disposal Forms | 10% |

4. Quantity of Work. The actual quantity of work per month will vary depending on the number of scheduled and on-call collections performed during the month. For example, in May, there will be seven scheduled collections of 20-CY containers and three scheduled collections of 40-CY containers, for a total quantity of work for scheduled services of ten collections.

5. Level of Surveillance. Not applicable

6. Sample Size. Not applicable

7. Sampling Procedures. Not applicable

8. Evaluation Procedures. As soon as possible after collection is to be accomplished, the QAE will make an on-site visit and evaluate the first three work requirements as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. A separate EVALUATION WORK SHEET will be completed for on-call collections. At the end of the month, the QAE will check the Contractor's invoice for the required DRMO disposal forms and evaluate the remaining work requirement on the EVALUATION WORK SHEET. In almost all instances where waste collected is graded unsatisfactory, timely collection, collection area clean, and proper disposal forms will also be considered unsatisfactory. Rework will normally be allowed, and must be completed within 24 hours of notification. Therefore, each location marked for rework must be reinspected by the QAE to see if the work was satisfactorily completed, and appropriate notations completed on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections and calculate ODRs and recommended payment deductions.

a. ODRs will be calculated for each work requirement for the overall performance of recyclable waste collection and disposal by combining the inspection results from all EVALUATION WORK SHEETS and using the following formula:

$$\text{ODR} = \frac{\text{Total Number of Defects Observed}}{\text{Number of Collections Inspected}}$$

(1) If the ODR for a work requirement is less than the MADR, the Contractor's overall performance of that requirement is satisfactory for the month. If the ODR is less than $\frac{1}{2}$ of the MADR, the QAE should recommend to the FSCM to notify the Contractor that performance is excellent and to keep up the good work.

(2) If the ODR for a work requirement is greater than the MADR, the Contractor's overall performance of that requirement is unsatisfactory, and the QAE should recommend to the FSCM that a CDR be issued to the Contractor or that stronger action be taken.

b. Recommended payment deductions will be calculated on a MONTHLY PAYMENT ANALYSIS FORM for scheduled collections. Payment deductions for on-call collections will be calculated based on the weights set out in the PRS table, and deducted from the corresponding indefinite quantity delivery order(s) invoiced by the Contractor. An example MONTHLY PAYMENT ANALYSIS FORM for scheduled collections is attached.

EVALUATION WORK SHEET
COLLECTION AND DISPOSAL OF RECYCLABLE SOLID WASTE

DATE/TIME	SIZE AND LOCATION	WORK REQUIREMENTS				REWORK ORDERED DATE/TIME	REWORK ORDERED DATE/TIME	REMARKS
		TIMELY COLLECTION	WASTE COLLECTED	COLLECTION AREA CLEAN	PROPER FORMS			

CONTRACTOR'S SIGNATURE/DATE

QAE'S SIGNATURE/DATE

MONTHLY PAYMENT ANALYSIS FORM
SCHEDULED COLLECTION AND DISPOSAL OF RECYCLABLE SOLID WASTE

SUMMARY FOR THE PERIOD <u>1 MAY 1991 - 31 MAY 1991</u>	TIMELY COLLECTION	WASTE COLLECTED	COLLECTION AREA CLEAN	PROPER FORMS
a. Relative Value of Services (from PRS Table)	<u>10%</u>	<u>70%</u>	<u>10%</u>	<u>10%</u>
b. Price per Service (from Schedule of Deductions Item 5)	\$ <u>6.34</u>	\$ <u>44.42</u>	\$ <u>6.34</u>	\$ <u>6.34</u>
c. Population	<u>10</u>	<u>10</u>	<u>10</u>	<u>10</u>
d. Total Price of Service (b x c)	\$ <u>63.40</u>	\$ <u>444.20</u>	\$ <u>63.40</u>	\$ <u>63.40</u>
e. Number of Defects	<u>2</u>	<u>2</u>	<u>2</u>	<u>3</u>
f. Number of Services Reworked by Contractor	<u>0</u>	<u>1</u>	<u>0</u>	<u>2</u>
g. Number of Services Reworked by Government or Others	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
h. Net Services Deducted at Schedule Price (e - f - g)	<u>2</u>	<u>1</u>	<u>2</u>	<u>1</u>
i. Net Amount to Deduct (b x h)	\$ <u>12.68</u>	\$ <u>44.42</u>	\$ <u>12.68</u>	\$ <u>6.34</u>
j. Deduct Government Rework Actual Cost or at Schedule Price (b x g)	\$ <u>0</u>	\$ <u>0</u>	\$ <u>0</u>	\$ <u>0</u>
k. LDs Government Rework (.2 x j)	\$ <u>0</u>	\$ <u>0</u>	\$ <u>0</u>	\$ <u>0</u>
l. LDs on All Other Defects [.1 x b x (e - g)]	\$ <u>1.26</u>	\$ <u>8.88</u>	\$ <u>1.26</u>	\$ <u>1.90</u>
m. Other adjustments ("-" indicates deduction)	\$ <u>0</u>	\$ <u>0</u>	\$ <u>0</u>	\$ <u>0</u>
n. Total deductions (i + j + k + l + m)	\$ <u>13.94</u>	\$ <u>53.30</u>	\$ <u>13.94</u>	\$ <u>8.24</u>
TOTAL PAYMENT DEDUCTIONS			=	\$ <u>89.42</u>

 AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #4
COLLECTION AND DISPOSAL OF COMPACTOR CONTAINER SOLID WASTE

1. Contract Requirement. Collection and Disposal of Compactor Container Solid Waste

Work Requirements

Standards of Performance

- | | |
|--------------------------|--|
| a. Timely Collection | Work completed when scheduled [paragraph C.8.a(3)] |
| b. Waste Collected | All solid waste collected and disposed of (paragraphs C.8.a, C.8.c, and C.9.a) |
| c. Collection Area Clean | All spillage cleaned up [paragraph C.8.a(5)] |

2. Primary Method of Surveillance. One hundred percent inspection

3. Maximum Allowable Defect Rate (MADR)

- | | |
|--------------------------|----|
| a. Timely Collection | 5% |
| b. Waste Collected | 5% |
| c. Collection Area Clean | 5% |

4. Quantity of Work. The number of compactor containers collected during the monthly evaluation period. For example, in May, there will be nine collections of 30-CY and 14 collections of 40-CY compactor containers for a total quantity of work of 23 collections.

5. Level of Surveillance. Not applicable

6. Sample Size. Not applicable

7. Sampling Procedures. Not applicable

8. Evaluation Procedures. As soon as possible after the scheduled collection time, the QAE will make an on-site visit and evaluate each of the work requirements listed in paragraph 1 as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. In almost all instances where waste collected is graded unsatisfactory, timely collection and collection area clean will also be considered unsatisfactory. A brief description of any noted defects will be provided and rework information will be recorded, if appropriate. Visiting the site as soon as possible after the scheduled collection time is very important for valid evaluation of the work requirements. Rework will normally be allowed when practical, and must be completed by the Contractor within 24 hours of notification. Therefore, each collection site marked for rework must be reinspected by the QAE to see if the work was satisfactorily completed and appropriate notations completed on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections and calculate ODRs and recommended payment deductions.

a. ODRs will be calculated for each work requirement for the overall performance of compactor container solid waste collection.

$$\text{ODR} = \frac{\text{Total Number of Defects Observed}}{\text{Number of Collections}}$$

(1) If the ODR for a work requirement is less than the MADR, the Contractor's overall performance of that requirement is satisfactory for the month. If the ODR is less than $\frac{1}{2}$ of the MADR, the QAE should recommend to the FSCM to notify the Contractor that performance is excellent and to keep up the good work.

(2) If the ODR for a work requirement is greater than the MADR, the Contractor's overall performance of that requirement is unsatisfactory, and the QAE should recommend to the FSCM that a CDR be issued to the Contractor or that stronger action be taken.

b. Recommended payment deductions will be calculated on the MONTHLY PAYMENT ANALYSIS FORM. A separate form will be required for both container sizes, since each size has a different unit price in the Schedule of Deductions. An example MONTHLY PAYMENT ANALYSIS FORM for 40-CY containers is attached.

EVALUATION WORK SHEET
COLLECTION AND DISPOSAL OF COMPACTOR CONTAINER SOLID WASTE

CONTRACT REQUIREMENT: _____

DATE/TIME	CONTAINER SIZE AND LOCATION	WORK REQUIREMENTS			REWORK ORDERED DATE/TIME	REWORK COMPLETED DATE/TIME	REMARKS
		TIMELY COLLECTION	WASTE COLLECTED	COLLECTION AREA CLEAN			

 CONTRACTOR'S SIGNATURE/DATE

 QAE'S SIGNATURE/DATE

MONTHLY PAYMENT ANALYSIS FORM
COLLECTION OF COMPACTOR CONTAINER SOLID WASTE

CONTRACT REQUIREMENT: 40-CY CONTAINERS

	SUMMARY FOR THE PERIOD <u>1 MAY 1991 - 31 MAY 1991</u>	TIMELY <u>COLLECTION</u>	WASTE <u>COLLECTED</u>	COLLECTION <u>AREA CLEAN</u>
a. Relative Value of Services (from PRS Table)		<u>10%</u>	<u>80%</u>	<u>10%</u>
b. Price per Service (from Schedule of Deductions, Item 6.b)		\$ <u>10.18</u>	\$ <u>81.46</u>	\$ <u>10.18</u>
c. Population		<u>14</u>	<u>14</u>	<u>14</u>
d. Total Price of Service (b x c)		\$ <u>142.52</u>	\$ <u>1,140.44</u>	\$ <u>142.52</u>
e. Number of Defects		<u>3</u>	<u>3</u>	<u>4</u>
f. Number of Services Reworked by Contractor		<u>0</u>	<u>1</u>	<u>2</u>
g. Number of Services Reworked by Government or Others		<u>0</u>	<u>0</u>	<u>0</u>
h. Net Services Deducted at Schedule Price (e - f - g)		<u>3</u>	<u>2</u>	<u>2</u>
i. Net Amount to Deduct (b x h)		\$ <u>30.54</u>	\$ <u>162.92</u>	\$ <u>20.36</u>
j. Deduct Government Rework Actual Cost or at Schedule Price (b x g)		\$ <u>0</u>	\$ <u>0</u>	\$ <u>0</u>
k. LDs Government Rework (.2 x j)		\$ <u>0</u>	\$ <u>0</u>	\$ <u>0</u>
l. LDs on All Other Defects [.1 x b x (e - g)]		\$ <u>3.05</u>	\$ <u>24.43</u>	\$ <u>4.07</u>
m. Other Adjustments ("-" indicates deduction)		\$ <u>0</u>	\$ <u>0</u>	\$ <u>0</u>
n. Total Deductions (i + j + k + l + m)		\$ <u>33.59</u>	\$ <u>187.35</u>	\$ <u>24.43</u>

TOTAL PAYMENT DEDUCTIONS = \$ 245.37

 AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #5
SANITATION

1. Contract Requirement. Sanitation

Work Requirements

Standards of Performance

- | | |
|----------------------|--|
| a. Timely Collection | Work completed as specified in Contractor's approved schedule, and within !INSERT! hours for nonscheduled services (Clause C.10 and Attachment J-C7) |
| b. Quality of Work | Containers/vehicles cleaned in accordance with specified standards and using approved procedures (Clause C.10) |

2. Primary Method of Surveillance

a. Scheduled Services. Planned sampling supported by unscheduled inspections.

b. Unscheduled Services. One hundred percent inspection.

3. Maximum Allowable Defect Rate (MADR)

- | | |
|----------------------|----|
| a. Timely Collection | 5% |
| b. Quality of Work | 5% |

4. Quantity of Work

a. Scheduled Services. The actual quantity of work per month will be determined from the Contractor's monthly work schedule. For example, if 108 containers are scheduled to be cleaned in the month of May, along with 26 vehicle washings for the same month, then the total population in that month would be 108 and 26 respectively.

b. Unscheduled Services. The total number of unscheduled cleanings ordered during the monthly evaluation period.

5. Level of Surveillance

a. Scheduled Services. The normal level of surveillance will be used initially for the contract. Go to increased surveillance if the ODR for either work requirement exceeds its MADR during any given month. Go to reduced surveillance if the ODRs for both work requirements are less than ½ the MADR for two consecutive months.

b. Unscheduled Services. Not applicable

6. Sample Size

a. Scheduled Services

Reduced Level - 10% of the scheduled cleanings
Normal Level - 25% of the scheduled cleanings
Increased Level - 50% of the scheduled cleanings

b. Unscheduled Services. Not applicable

7. Sampling Procedures

a. Scheduled Services. Prior to the evaluation period, the QAE will review the Contractor's approved cleaning schedule and choose the appropriate number of scheduled cleaning samples based on the level of surveillance which will be used. Separate samples will be chosen on an arbitrary basis for both vehicles and for containers.

b. Unscheduled Services. Not applicable

8. Evaluation Procedures. During the evaluation period, the QAE will visit and inspect each selected cleaning service as soon after the work is scheduled to be performed as possible in order to insure the evaluation is not biased by changed conditions. Each work requirement will be graded as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. Use separate EVALUATION WORK SHEETS for scheduled and unscheduled inspections. In most all instances where quality of work is graded unsatisfactory, timely completion will also be considered unsatisfactory.

a. Unscheduled Inspections. Unscheduled inspections may be conducted where performance problems have been noted in the past. They should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

b. Rework. Rework will normally be allowed when practical, and must be completed by the Contractor within 24 hours of notification. Therefore, each service marked for rework must be reinspected by the QAE to see if the work was satisfactorily completed, and appropriate notations completed on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections and calculate ODRs and recommended payment deductions for each work requirement for each of the contract requirements.

a. Scheduled Services

(1) Payment deductions for scheduled sanitation services will be calculated on a MONTHLY PAYMENT ANALYSIS FORM. A separate form will be filled out for each different sized vehicle/container washed during the month, since there are separate prices for each of these items in the Schedule of Deductions. For example, if washings were scheduled for vehicles and 2-CY, 20-CY, and 40-CY containers during the month, four MONTHLY PAYMENT ANALYSIS FORMs will be filled out. An example MONTHLY PAYMENT ANALYSIS FORM for vehicle washing is attached.

(2) ODRs will be calculated for each work requirement for the overall performance of scheduled sanitation services by combining the inspection results from all EVALUATION WORK SHEETS, and using the following formula:

$$\text{ODR} = \frac{\text{Total Number of Defects Observed in Sample}}{\text{Number of Cleanings Sampled}}$$

(a) If the ODR for a work requirement is less than the MADR, the Contractor's overall performance of that requirement is satisfactory for the month. If the ODR is less than $\frac{1}{2}$ of the MADR, the QAE should recommend to the

FSCM to notify the Contractor that performance is excellent and to keep up the good work. Consider whether or not minimum surveillance should be used for the coming evaluation period, if applicable.

(b) If the ODR for a work requirement is greater than the MADR, the Contractor's overall performance of that requirement is unsatisfactory, and the QAE should recommend to the FSCM that a CDR be issued to the Contractor or that stronger action be taken. Increased surveillance should be used for the coming evaluation period, if applicable (see paragraph 5 above).

b. Unscheduled Services

(1) Payment deductions will be calculated based on the weights set out in the PRS table and the unit prices in the Schedule of Indefinite Quantity Work, and deducted from the corresponding indefinite quantity delivery order(s) invoiced by the Contractor.

(2) ODRs will be calculated for each work requirement for the overall performance of unscheduled sanitation services by combining the inspection results from all EVALUATION WORK SHEETS and using the following formula:

$$\text{ODR} = \frac{\text{Total Number of Defects Observed}}{\text{Number of Cleanings}}$$

(a) If the ODR for a work requirement is less than the MADR, the Contractor's overall performance of that requirement is satisfactory for the month. If the ODR is less than $\frac{1}{2}$ of the MADR, the QAE should recommend to the FSCM to notify the Contractor that performance is excellent and to keep up the good work.

(b) If the ODR for a work requirement is greater than the MADR, the Contractor's overall performance of that requirement is unsatisfactory, and the QAE should recommend to the FSCM that a CDR be issued to the Contractor or that stronger action be taken.

**EVALUATION WORK SHEET
SANITATION**

CONTRACT REQUIREMENT: _____

DATE/TIME	VEHICLE/ CONTAINER NUMBER	WORK REQUIREMENTS		REWORK ORDERED DATE/TIME	REWORK COMPLETED DATE/TIME	REMARKS
		TIMELY COMPLETION	QUALITY OF WORK			

CONTRACTOR'S SIGNATURE/DATE

QAE'S SIGNATURE/DATE

**MONTHLY PAYMENT ANALYSIS FORM
SANITATION**

CONTRACT REQUIREMENT: VEHICLE WASHING

	SUMMARY FOR THE PERIOD <u>1 MAY 1991 - 31 MAY 1991</u>	TIMELY COMPLETION	QUALITY OF WORK
a. Relative Value of Services (from PRS Table)		<u>20%</u>	<u>80%</u>
b. Price for Contract Requirement (from Schedule of Deductions, Item 7.a)		<u>\$ 37.91</u>	<u>\$ 151.63</u>
c. Population		<u>26</u>	<u>26</u>
d. Price per Service (b ÷ c)		<u>\$ 1.45</u>	<u>\$ 5.83</u>
e. Number of Services Sampled (Normal)		<u>7</u>	<u>7</u>
f. Number in Sample Defective		<u>1</u>	<u>2</u>
g. Defects Observed Outside Sample		<u>0</u>	<u>0</u>
h. Total Observed Defects (f + g)		<u>1</u>	<u>2</u>
i. Number of Services Reworked by Contractor		<u>0</u>	<u>1</u>
j. Number of Services Reworked by Government or Others		<u>0</u>	<u>0</u>
k. Net Services Deducted at Scheduled Price (h - i - j)		<u>1</u>	<u>1</u>
l. Net Amount to Deduct (d x k)		<u>\$ 1.45</u>	<u>\$ 5.83</u>
m. Deduct Government Rework Actual Cost or at Schedule Price (d x j)		<u>\$ 0</u>	<u>\$ 0</u>
n. LDs on Contractor Rework [.1 x d x (h - j)]		<u>\$.14</u>	<u>\$ 1.16</u>
o. LDs Government Rework (.2% x m)		<u>\$ 0</u>	<u>\$ 0</u>
p. Other Adjustments ("-" indicates deduction)		<u>\$ 0</u>	<u>\$ 0</u>
q. Total Deductions (l + m + n + o + p)		<u>\$ 1.59</u>	<u>\$ 6.99</u>

TOTAL PAYMENT DEDUCTIONS = \$ 8.58

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #6
COLLECTION AND DISPOSAL OF SOLID WASTE FOR SPECIAL EVENTS

1. Contract Requirement. Scheduled and Unscheduled Collection and Disposal of Solid Waste for Special Events

Work Requirements

Standards of Performance

- | | |
|------------------------------------|--|
| a. Timely Placement and Collection | Containers in place no later than time specified in order, waste collected by time specified in order [paragraph C.8.c(5)] |
| b. Waste Collected | All solid waste collected and disposed of at frequency specified in order [paragraphs C.5.a, C.8.c(5), and C.9.a] |
| c. Collection Area Clean | All spillage cleaned up [paragraph C.8.a(5)] |

2. Primary Method of Surveillance. One hundred percent inspection

3. Maximum Allowable Defect Rate (MADR)

- | | |
|------------------------------------|----|
| a. Timely Placement and Collection | 5% |
| b. Waste Collected | 5% |
| c. Collection Area Clean | 5% |

4. Quantity of Work. The number of containers temporarily placed for special events during the monthly evaluation period. The average per month has historically been 10.

5. Level of Surveillance. Not applicable

6. Sample Size. Not applicable

7. Sampling Procedures. Not applicable

8. Evaluation Procedures. As soon as possible after the specified time, the QAE will make an on-site visit to ensure that container(s) are in place. Additional inspections will be made during each day the container is scheduled to be in position to ensure refuse is collected and spillage is picked up by the time specified in the order. Satisfactory (S) or unsatisfactory (U) grades will be recorded on the attached EVALUATION WORK SHEET for each inspection conducted. A separate EVALUATION WORK SHEET will be completed for unscheduled collections. Rework will normally be allowed, and must be completed by the Contractor within six hours of notification. Therefore, each site marked for rework must be reinspected by the QAE to see if the work was satisfactorily completed, and appropriate notations completed on the EVALUATION WORK SHEET.

9. Analysis of Results. The QAE will summarize the results of the month's inspections and calculate ODRs and recommended payment deductions.

a. ODRs will be calculated for each work requirement for the overall performance of special event waste collection and disposal by combining the inspection results from all EVALUATION WORK SHEETS and using the following formula:

$$\text{ODR} = \frac{\text{Total Number of Defects Observed}}{\text{Number of Collections Inspected}}$$

(1) If the ODR for a work requirement is less than its MADR, the Contractor's overall performance of that requirement is satisfactory for the month. If the ODR is less than $\frac{1}{2}$ of the MADR, the QAE should recommend to the FSCM to notify the Contractor that performance is excellent and to keep up the good work.

(2) If the ODR for a work requirement is greater than its MADR, the Contractor's overall performance of that requirement is unsatisfactory and the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

b. Recommended payment deductions will be calculated on a MONTHLY PAYMENT ANALYSIS FORM for scheduled collections. Payment deductions for unscheduled collections will be calculated based on the weights set out in the PRS table, and deducted from the corresponding indefinite quantity delivery order(s) invoiced by the Contractor. An example MONTHLY PAYMENT ANALYSIS FORM for scheduled collections is attached.

EVALUATION WORK SHEET

COLLECTION AND DISPOSAL OF SOLID WASTE FOR SPECIAL EVENTS

[illegible]

CONTRACTOR'S SIGNATURE/DATE

QAE ' S SIGNATURE / DATE

MONTHLY PAYMENT ANALYSIS FORM
SCHEDULED COLLECTION AND DISPOSAL OF SOLID WASTE FOR SPECIAL EVENTS

SUMMARY FOR THE PERIOD <u>1 MAY 1991 - 31 MAY 1991</u>	TIMELY PLACEMENT AND <u>COLLECTION</u>	WASTE <u>COLLECTED</u>	COLLECTION <u>AREA CLEAN</u>
a. Relative Value of Services (from PRS Table)	<u>20%</u>	<u>70%</u>	<u>10%</u>
b. Price per Service (from Schedule of Deductions, Item 5)	\$ <u>3.00</u>	\$ <u>10.50</u>	\$ <u>1.50</u>
c. Population	<u>10</u>	<u>10</u>	<u>10</u>
d. Total Price of Service (b x c)	\$ <u>30.00</u>	\$ <u>105.00</u>	\$ <u>15.00</u>
e. Number of Defects	<u>2</u>	<u>3</u>	<u>2</u>
f. Number of Services Reworked by Contractor	<u>0</u>	<u>1</u>	<u>1</u>
g. Number of Services Reworked by Government or Others	<u>0</u>	<u>0</u>	<u>0</u>
h. Net Services Deducted at Schedule Price (e - f - g)	<u>2</u>	<u>2</u>	<u>1</u>
i. Net Amount to Deduct (b x h)	\$ <u>6.00</u>	\$ <u>21.00</u>	\$ <u>1.50</u>
j. Deduct Government Rework Actual Cost or at Schedule Price (b x g)	\$ <u>0</u>	\$ <u>0</u>	\$ <u>0</u>
k. LDs Government Rework (.2 x j)	\$ <u>0</u>	\$ <u>0</u>	\$ <u>0</u>
l. LDs on All Other Defects [.1 x b x (e - g)]	\$ <u>.60</u>	\$ <u>3.15</u>	\$ <u>.30</u>
m. Other Adjustments ("-" indicates deduction)	\$ <u>0</u>	\$ <u>0</u>	\$ <u>0</u>
n. Total Deductions (i + j + k + l + m)	\$ <u>6.60</u>	\$ <u>24.15</u>	\$ <u>1.80</u>

TOTAL PAYMENT DEDUCTIONS = \$ 32.55

 AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #7
COLLECTION, HEAT TREATMENT, AND DISPOSAL
OF FOREIGN PORT ORIGIN GARBAGE

1. Contract Requirement. Collection, Heat Treatment, and Disposal of Foreign Port Origin Garbage

Work Requirements

Standards of Performance

- | | |
|--------------------------|---|
| a. Timeliness | Container(s) provided no later than the time specified in the order [paragraph C.8.c(2)(e)] |
| b. Disposal | Treated garbage properly disposed of (Attachment J-C6 and paragraph C.9.a) |
| c. Proper Treatment | Treatment as specified (Attachment J-C6) |
| d. Collection Area Clean | All spillage cleaned up and disinfected (Attachment J-C6) |

2. Primary Method of Surveillance. One hundred percent inspection

3. Maximum Allowable Defect Rate (MADR)

- | | |
|--------------------------|----|
| a. Timeliness | 5% |
| b. Disposal | 5% |
| c. Proper Treatment | 5% |
| d. Collection Area Clean | 5% |

4. Quantity of Work. The total number of foreign port origin garbage collections ordered for completion during the monthly evaluation period. Historically, there is an average of nine collections per month.

5. Level of Surveillance. Not applicable

6. Sample Size. Not applicable

7. Sampling Procedures. Not applicable

8. Evaluation Procedures. As soon as possible after collection, the QAE will make an on-site visit and check with the USDA inspector to ensure that garbage has been properly treated. The QAE will then evaluate each of the work requirements listed in paragraph 1 as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. A brief description on any noted defects will be provided and rework information will be recorded, if appropriate. Rework will normally be required and must be completed by the Contractor before leaving the site. Therefore, each collection site marked for rework must be reinspected by the QAE to see if the work was satisfactorily completed, and appropriate notations completed on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections and calculate ODRs and recommended payment deductions.

a. Recommended payment deductions will be calculated based on the weights set out in the PRS table, and deducted from the corresponding indefinite quantity delivery order(s) invoiced by the Contractor.

b. ODRs will be calculated for each work requirement using the following formula:

$$\text{ODR} = \frac{\text{Total Number of Defects Observed}}{\text{Number of Collections}}$$

(1) If the ODR for a work requirement is less than its MADR, overall performance of that requirement is satisfactory for the month. If the ODR is less than $\frac{1}{2}$ of the MADR, the QAE should recommend to the FSCM to notify the Contractor that performance is excellent and to keep up the good work.

(2) If the ODR for a work requirement is greater than the MADR, the Contractor's overall performance of that requirement is unsatisfactory, and the QAE should recommend to the FSCM that a CDR be issued to the Contractor or that stronger action be taken.

EVALUATION WORK SHEET
COLLECTION, HEAT TREATMENT, AND DISPOSAL OF FOREIGN PORT ORIGIN GARBAGE

[illegible]

CONTRACTOR'S SIGNATURE/DATE

QAE'S SIGNATURE/DATE

QUALITY ASSURANCE PLAN #8
RELOCATION OF CONTAINERS

1. Contract Requirement. Relocation of Containers

Work Requirements

Standards of Performance

- | | |
|----------------------|---|
| a. Timely Completion | Relocated within !INSERT! working days of delivery order receipt [paragraph C.8.c(4)] |
| b. Correct Placement | Per delivery order instructions [paragraph C.8.c(4)] |

2. Method of Surveillance. One hundred percent inspection

3. Maximum Allowable Defect Rate (MADR)

- | | |
|----------------------|----|
| a. Timely Collection | 5% |
| b. Correct Placement | 5% |

4. Quantity of Work. The total number of container relocations ordered to be completed during the monthly evaluation period. Historically, the average number of container relocations required per month is 15 for 8-CY or less, and three for 20-CY and/or 40-CY containers, for a total quantity of work of 18 relocations.

5. Level of Surveillance. Not applicable

6. Sample Size. Not applicable

7. Sampling Procedures. Not applicable

8. Evaluation Procedures. As soon as possible after the time the container relocation is to be completed, the QAE will make an on-site visit and evaluate each of the work requirements listed in paragraph 1 as either satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. In almost all instances, where correct placement is graded unsatisfactory, timely completion will also be considered unsatisfactory. A brief description of any noted defects will be provided and rework information will be recorded, if appropriate. Visiting the site as soon as possible after scheduled completion is very important for valid evaluation of the timeliness work requirement. Rework will normally be required, and must be completed by the Contractor within 24 hours of notification. Therefore, each relocation marked for rework must be reinspected by the QAE to see if the work was satisfactorily completed, and appropriate notations completed on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections and calculate ODRs and recommended payment deductions.

a. Recommended payment deductions will be calculated based on the weights set out in the PRS table, and deducted from the corresponding indefinite quantity delivery order(s) invoiced by the Contractor.

b. ODRs will be calculated for each work requirement using the following formula:

$$\text{ODR} = \frac{\text{Total Number of Defects Observed}}{\text{Number of Collections}}$$

(1) If the ODR for a work requirement is less than its MADR, overall performance of that requirement is satisfactory for the month. If the ODR is less than $\frac{1}{2}$ of the MADR, the QAE should recommend to the FSCM to notify the Contractor that performance is excellent and to keep up the good work.

(2) If the ODR for a work requirement is greater than the MADR, the Contractor's overall performance of that requirement is unsatisfactory, and the QAE should recommend to the FSCM that a CDR be issued to the Contractor or that stronger action be taken.

EVALUATION WORK SHEET

RELOCATION OF CONTAINERS

[illegible]

CONTRACTOR'S SIGNATURE/DATE

QAE'S SIGNATURE/DATE

IV. CONTRACTOR'S OVERALL PERFORMANCE EVALUATION. NAVFAC MO-327 and the NAVFAC RSED (V3.2) implementation guide provide guidance in determining the Contractor's overall monthly performance for each service; how to use the PRS table and the QAE's inspection results to calculate the total payment due for each service; and how to go about correcting problem areas of performance. This paragraph provides additional information on the completion of the MONTHLY PAYMENT ANALYSIS FORMS included in most of the sample QA plans. A sample Monthly Performance Evaluation Summary Report is provided as Table 1.

A. Monthly Payment Analysis Form. These forms are very useful for summarizing the results of each month's inspections and illustrate how the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" and "ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK" clauses, the Schedule of Deductions, the PRS table, and the QAE's completed EVALUATION WORK SHEETS are all used in calculating the total payment due for each contract requirement. The format for these forms should be tailored by the user. Other sample formats may be found in the NAVFAC RSED implementation guide, and as mentioned previously, a computer program is available which will perform and document basically the same calculations.

B. Analysis of Results. The end result of the monthly inspection process is the overall evaluation of the Contractor's performance for each solid waste collection and disposal service inspected. Such an evaluation provides a summary of the Contractor's performance to the ACO, FSCM, QAE, customer representatives, and the Contractor. Overall performance is important in determining whether to increase, decrease, or maintain surveillance at the same level; whether to issue one or more CDRs to the Contractor or take stronger administrative actions; and points out service areas which require greater QAE and Contractor QC emphasis during the next evaluation period. Therefore, at the end of each month the QAE should complete and forward for the FSCM's approval a MONTHLY PERFORMANCE EVALUATION SUMMARY REPORT, in a format similar to that shown in Table 1 on the next page. Almost all of the information required to complete this summary can be taken directly from the MONTHLY PAYMENT ANALYSIS FORM included with each sample QA plan.

C. Contract Discrepancy Report (CDR). When the Contractor's overall performance for any given work requirement is unsatisfactory, the QAE will recommend to the FSCM that a CDR be issued. Instructions on the use of CDRs, along with a typical format, are included in Chapter 6 of NAVFAC MO-327.

D. Recommended Deductions. The QAE will recommend to the FSCM those payment deductions that should be made. All work documented as not in compliance with the contract requirements (non-performed or unsatisfactorily performed) is subject to payment deductions plus a 10% or 20% administrative cost (liquidated damages) in accordance with the provisions of the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES clause", Section E. Since Government forces are normally not available to reperform work, the Government will usually either require the Contractor to reperform the work or let it go until the next scheduled occurrence. Therefore, the 10% factor would be used.

V. CONTRACTOR SUBMISSIONS. The QAE should prepare a list of Contractor submissions from the completed solicitation package. Required submissions should be listed chronologically by due date. The QAE should use this list to ensure that each submittal is turned in on schedule and is acceptable.

TABLE 1

MONTHLY PERFORMANCE EVALUATION SUMMARY REPORT
SOLID WASTE COLLECTION AND DISPOSAL
MONTH OF MAY, 1991

Contract Number: _____

Contractor: _____

SERVICE	MADR	PREVIOUS ODR	CURRENT ODR	# VCC *	CDR (YES/NO)	PAYMENT DEDUCTIONS
QA Plan # 1 - General Household Solid Waste (Curbside)						
a. Timely Collection	5%	9.73%	4.88%	5	No	\$ 12.72
b. Waste Collected	3%	4.65%	4.88%	7	Yes	\$ 89.82
c. Collection Area Clean	5%	6.02%	6.83%	12	Yes	\$ 17.02
QA Plan #1 - Small Refuse Container Solid Waste						
a. Timely Collection	5%	4.15%	3.87%	5	No	\$ 2.28
b. Waste Collected	3%	3.57%	2.92%	2	No	\$ 15.46
c. Collection Area Clean	5%	4.65%	5.12%	6	Yes	\$ 3.09
QA Plan #2 - Residential Bulky Items						
a. Timely Collection	5%	6.00%	4.50%	3	No	\$ 7.03
b. Waste Collected	3%	5.70%	3.00%	4	No	\$ 46.92
c. Collection Area Clean	5%	10.40%	4.90%	6	No	\$ 9.21
QA Plan #2 - Commercial/Industrial Solid Waste and Residential Area Collection Stations						
a. Timely Collection	5%	7.60%	4.60%	2	No	\$ 7.74
b. Waste Collected	3%	5.20%	4.40%	1	Yes	\$ 35.25
c. Collection Area Clean	5%	6.20%	5.90%	4	Yes	\$ 20.73
QA Plan #2 - On-Call Bulky Items						
a. Timely Collection	5%	5.20%	5.20%	2	Yes	\$ 8.31
b. Waste Collected	3%	3.70%	5.20%	2	Yes	\$ 40.21
c. Collection Area Clean	5%	4.80%	3.00%	0	No	\$ 23.09
QA Plan #3 - Recyclable Solid Waste						
a. Timely Collection	10%	10.00%	20.00%	N/A	Yes	\$ 13.94
b. Waste Collected	10%	20.00%	20.00%	N/A	Yes	\$ 53.30
c. Collection Area Clean	10%	0.00%	10.00%	N/A	No	\$ 13.94
d. Proper Disposal Forms	10%	10.00%	30.00%	N/A	Yes	\$ 8.24
QA Plan #4 - Compactor Container Solid Waste						
a. Timely Collection	5%	4.30%	17.30%	N/A	Yes	\$ 41.17
b. Waste Collected	5%	8.60%	17.30%	N/A	Yes	\$ 248.02
c. Collection Area Clean	5%	13.00%	26.00%	N/A	Yes	\$ 39.59
QA Plan #5 - Scheduled Sanitation						
a. Timely Completion	5%	14.20%	14.20%	N/A	Yes	\$ 2.83
b. Quality of Work	5%	18.10%	28.50%	N/A	Yes	\$ 27.00
QA Plan #5 - Unscheduled Sanitation						
a. Timely Completion	5%	10.70%	9.80%	N/A	Yes	\$ 2.03
b. Quality of Work	5%	12.90%	12.70%	N/A	Yes	\$ 23.98
QA Plan #6 - Special Events Solid Waste						
a. Timely Placement/Collection	5%	3.30%	3.60%	8	No	\$ 132.00
b. Waste Collected	5%	2.50%	4.50%	10	No	\$ 33.00
c. Collection Area Clean	5%	4.30%	2.70%	6	No	\$ 13.20

* Number of Validated Customer Complaints

SERVICE	MADR	PREVIOUS ODR	CURRENT ODR	# VCC *	CDR (YES/NO)	PAYMENT DEDUCTIONS
QA Plan # 7 - Collection/Heat Treatment of Foreign Port Origin Garbage						
a. Timeliness	5%	0.00%	22.20%	N/A	Yes	\$ 4.68
b. Disposal	5%	11.10%	22.20%	N/A	Yes	\$ 17.90
c. Proper Treatment	5%	11.10%	11.10%	N/A	Yes	\$.31
d. Collection Area Clean	5%	22.20%	11.10%	N/A	Yes	\$ 2.43
QA Plan #8 - Relocation of Containers						
a. Timely Completion	5%	13.30%	6.60%	N/A	Yes	\$.48
b. Correct Placement	5%	13.30%	6.60%	N/A	Yes	\$ 1.93

* Number of Validated Customer Complaints

Contractor's Invoice Amount \$ 18,346.67

Total Deductions \$ 878.44

Recommended Payment \$ 17,468.23

Contractor's Overall Performance for the Month: Sat_____ Unsat X

QAE Signature/Date

END OF QA GUIDE